

# Owner's Manual



## Portable Room Dehumidifier

G17-30ESDEHC  
G17-50ESDEHC  
G17-70ESDEHC

Write the model and serial numbers below for your records:

Model # \_\_\_\_\_

Serial # \_\_\_\_\_

Date Purchased \_\_\_\_\_

Please read the entire manual carefully to  
ensure proper operation of the product.

To find an electronic version of this manual,  
please visit **[www.greeproducts.com](http://www.greeproducts.com)**  
Phone: 1-866-658-0466  
Email: [customerservice@greeproducts.com](mailto:customerservice@greeproducts.com)



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**NOTICE:**

Pictures within this manual are for reference only. Please refer to the actual product for the appearance.



## **SYMBOL INDICATES A HAZARDOUS SITUATION WHICH IF NOT AVOIDED COULD RESULT IN SERIOUS INJURY OR DEATH.**

*Please read and understand this entire manual before attempting to assemble, operate or install your dehumidifier. Use this unit only as instructed in this manual. While this manual covers a wide variety of troubleshooting, the instructions are not meant to cover every situation that may occur. Caution and common sense are to be practiced when installing, operating or maintaining your unit.*

## **⚠ WARNING**

- Use caution when unpacking and installing. Fins may be sharp and could harm you.
- Do not stop the unit by pulling out the power plug. This may cause electric shock or fire.
- Replace immediately any part that has become frayed or damaged. Do not use a cord that shows damage or cracks along the length or at the connector. A damaged power cord should be replaced with a new cord obtained from the manufacturer. Please contact Customer Service for replacement options.
- Do not modify power cord length or share an outlet with another appliance. This may cause electric shock or fire.
- Always use a dedicated power circuit. The voltage on the outlet should match the voltage rating on the rating plate.
- The power cord is equipped with a 3-prong grounding plug which can only be used with a standard 3-prong wall outlet to minimize the possibility of electric shock hazard. Where a 2-prong outlet is encountered, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.
- Do not use the outlet if it is loose or damaged. It may cause electric shock.
- Do not open the unit during operation. It may cause electric shock.
- Keep away from heating appliances, flammable gas, or combustibles such as gasoline, benzene, thinner, etc.
- Ventilate room before operating dehumidifier if there is a gas leak from another appliance.
- Never use an extension cord, surge protector, or multi-outlet adapter with this unit.
- Plug in power cord properly. Always unplug your dehumidifier by pulling on the power plug. Grip plug firmly and unplug to remove.
- Do not disassemble or modify the unit.
- Do not operate with wet hands.
- Do not clean with water that may run inside the units electrical parts. This may cause failure of the machine or electric shock.
- Do not place obstacles around air-inlets or inside of air-outlet.
- Switch off the unit and unplug the unit before cleaning. See cleaning instructions on page 12
- Always insert the filters securely. Clean the filter once every two weeks.
- Do not place heavy objects on the power cord. Ensure that the power cord is not compressed.
- Turn off the main power switch when not using the unit for a long period of time.
- All dehumidifiers contain refrigerants which, under federal law, must be removed prior to disposal. If you are getting rid of an old product with refrigerants, check with the company handling disposal about what to do.
- These R410A air conditioning systems require contractors and technicians to use tools, equipment and safety standards approved for use with this refrigerant.
- The appliance must be installed in accordance with national wiring regulations.
- This unit has fuse style T3.15AH250V. The maximal current that may pass through the fuse cannot be above 3.15A.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities.

## Electrical Information

Memory function is included in this dehumidifier. When nobody is taking care of the unit, please turn it off and remove the power plug or disconnect power.



*In the event that the power cord is damaged, it cannot be repaired. It must be replaced with a power cord from the product manufacturer. Do not under any circumstances cut, remove, or bypass the grounding prong.*

*Do NOT use the power cord to turn the unit on or off.*

- The power cord is equipped with a 3-Prong Grounding Plug which can only be used with a standard 3-prong wall outlet to minimize the possibility of electric shock hazard. Where a 2-prong outlet is encountered, it is your responsibility to have it replaced with a properly grounded 3-prong wall outlet.
- Do NOT use a power cord that shows damage or cracks along the length or at the connector. A damaged power cord should be replaced with a new cord obtained from the manufacturer. Please contact Customer Service for replacement options.
- Do NOT modify power cord length or share an outlet with another appliance. This may cause electric shock or fire.
- Always use a dedicated power circuit. The voltage on the outlet should match the voltage rating on the rating plate.
- Do NOT use the outlet if it is loose or damaged. It may cause electric shock.
- Never use an extension cord, surge protector, or multi-outlet adapter with this unit.
- This unit has fuse style T3.15AH250V. The maximal current that may pass through the fuse cannot be above 3.15A.

## Before You Begin

### **WARNING**

- Observe all electrical governing codes and ordinances.
- Do NOT use damaged or non-standard power cords.
- Use caution during installation and maintenance.
- Use proper operation to prevent electric shock, casualty and other accidents.
- Proper installation is the responsibility of the installer. If not installed properly the warranty is void.
- All parts described must be used with no substitutions.

**IMPORTANT:** Save these instructions for future reference.

Product failure due to any improper installation is not covered under the One Year Limited Warranty.

**IMPORTANT:** You MUST use the parts provided for installation as well as proper installation procedures as described in this manual when installing this Portable Dehumidifier.

### **Selection of Installation Location**

Installing the unit in the following places can be dangerous and may cause malfunction:

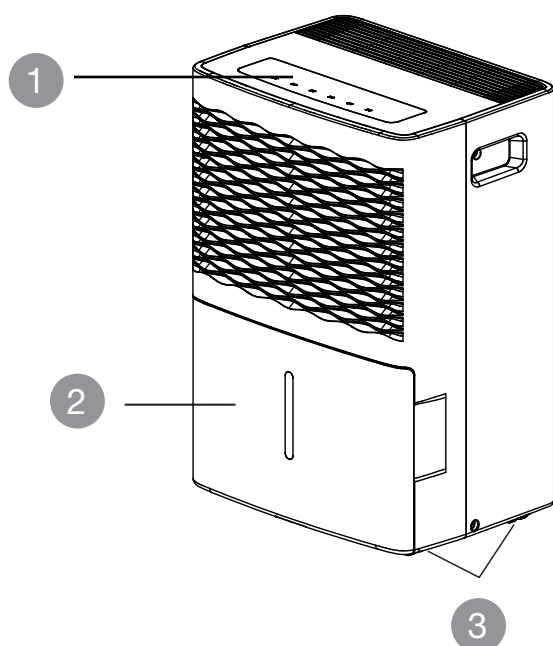
1. Areas with strong heat sources, vapors, flammable or explosive gas, sulfated gas or volatile objects spread in the air.
2. Near high-frequency devices such as welding machines, medical equipment, etc.



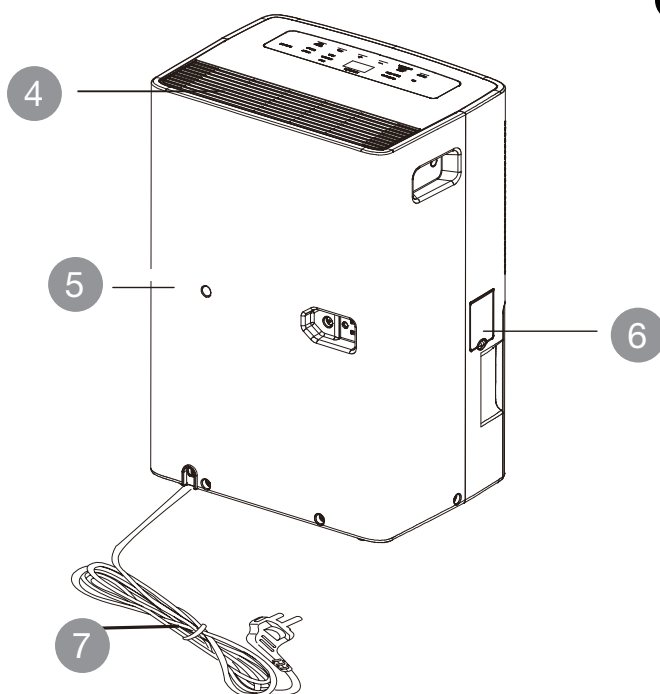
### **Requirements for Electric Connection**

- Follow the Electric Safety Information when installing the unit.
- According to your local safety regulations, use a qualified power circuit.
- Do NOT plug into an outlet if it is loose or damaged. It may cause electric shock.
- Please make sure the power supply complies with the requirement of dehumidifier. Unstable power supply or wrong wiring may lead to electric shock, hazard or malfunction. Note: Electricity requirements are 115V (60 Hz).
- Do NOT connect to the power outlet before finishing installation.
- Please make sure the outlet is always grounded effectively, otherwise it may cause electric shock. The grounding resistance should comply with national electric safety regulations.

## Unit Overview



- 1 Control Panel
- 2 Water Bucket
- 3 Castors
- 4 Air Outlet
- 5 Rear Case
- 6 Drain Cover Plate
- 7 Power Plug

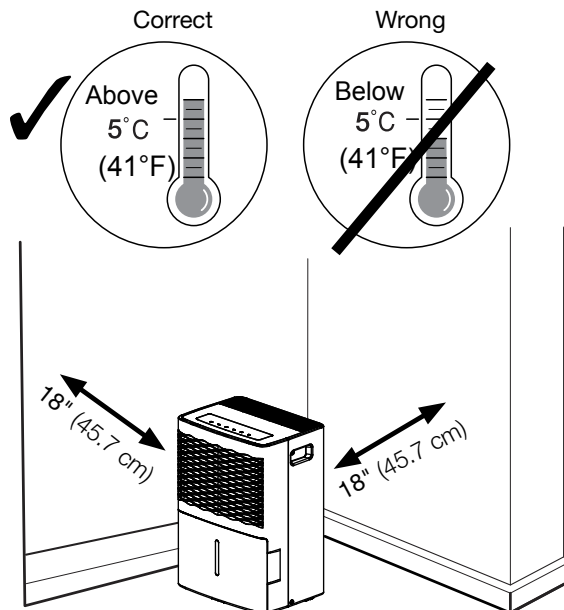
**NOTICE:**

This picture is for reference only. Please refer to the actual product for the appearance.

## Choosing Your Location

A dehumidifier operating in a basement will have little or no effect in drying an adjacent enclosed storage area, such as a closet, unless there is adequate circulation of air in and out of the area.

- Do not use outdoors.
- This dehumidifier is intended for indoor residential applications only. This dehumidifier should not be used for commercial or industrial applications.
- Place the dehumidifier on a smooth, level floor strong enough to support the unit with a full bucket of water.
- Allow at least 18 inches of air space on all sides of the unit for good air circulation.
- Place the dehumidifier in an area where the temperature will not fall below 41°F (5°C) or above 90°F (32°C). The coils can become covered with frost at temperatures below 41°F, which may reduce performance.
- The suggested range of humidity is between 30% and 90%.
- Use the dehumidifier in a basement to help prevent moisture damage.
- The dehumidifier must be operated in an enclosed area to be most effective.
- Close all doors, windows and other outside openings to the room.



### NOTE:

- The dehumidifier has rollers to aid placement, but it should only be rolled on smooth, flat surfaces. Do NOT attempt to roll the dehumidifier on carpet or over objects.

### NOTICE:

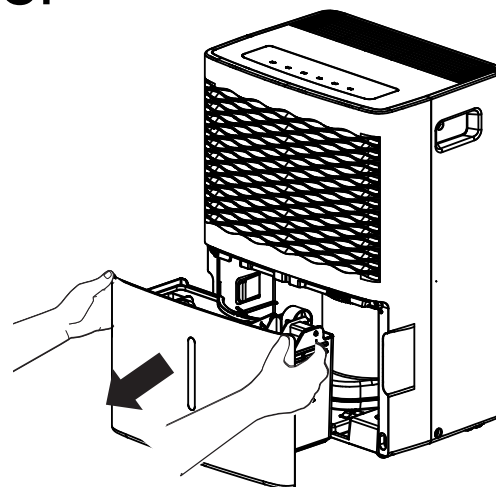
This picture is for reference only. Please refer to the actual product for the appearance.

## Removing Collected Water

There are 2 ways to remove collected water: using a bucket, or using a hose.

### Using the Bucket

When the bucket is removed, the unit will shut off. Empty and replace the bucket.



#### NOTE:

- Do NOT remove the bucket while the dehumidifier is operating or if it has just stopped operating. This might cause some water to drip from the drain pan.
- The bucket must be in place and securely seated for the dehumidifier to operate.

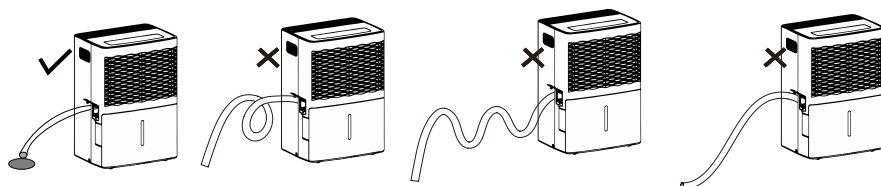
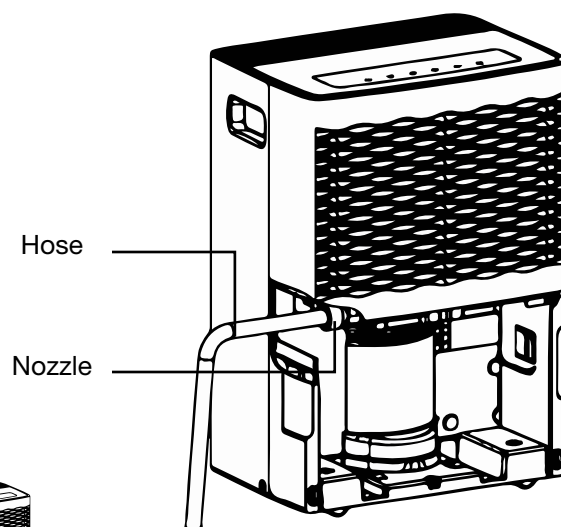
#### IMPORTANT:

- Do NOT use the hose if using the bucket to collect water. When the hose is connected, water will flow through it onto the floor instead of into the bucket.

### Using a Hose

Water can be automatically emptied into a floor drain by attaching a garden water hose (not included).

1. Remove the bucket from the front of the unit.
2. Open the **Drain Cover Plate** on the side of the unit.
3. Thread a garden hose (not supplied) onto the nozzle, cut to length, and lead it to the floor drain.
4. Replace the bucket in the unit.



#### NOTE:

- The bucket must be in place and securely seated for the dehumidifier to operate.
- Do NOT kink or crimp hose. Hose must be positioned downward to the drain.



## Use of Your Dehumidifier

### Water Level

The dehumidifier will turn off automatically when the bucket is full, or when the bucket is removed or not replaced in the proper position.

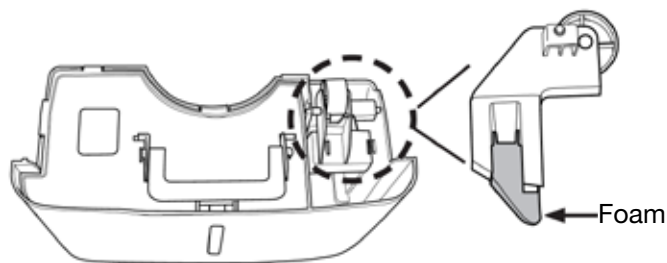
The bucket must be replaced in the proper position for the dehumidifier to work. The light will be on and the dehumidifier will not run if the bucket is not in the proper position.

### Bucket Operation

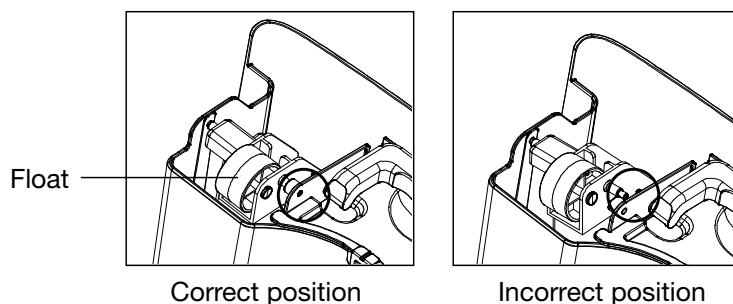
DO NOT remove the foam piece in the bucket assembly.

If removed the Dehumidifier will not work properly.

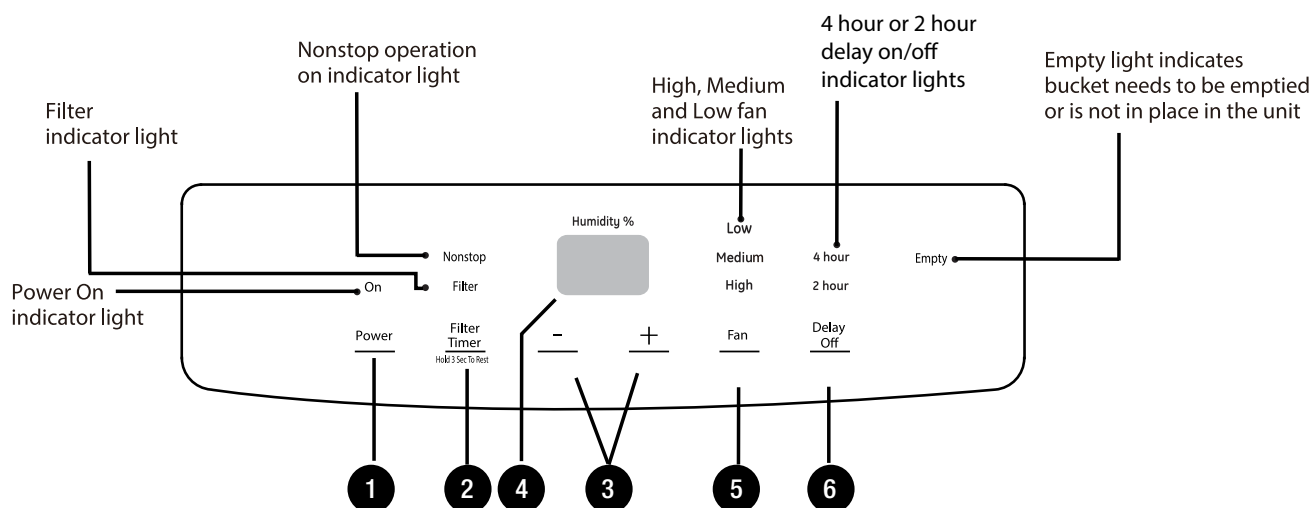
When the coil is defrosted, the compressor or fan will automatically restart and dehumidifying will resume.



Check whether float in water bucket is properly placed, as it might have moved during transportation. If not placed properly, move to correct position shown below.



## Function & Control Display



#	DESCRIPTION	FUNCTION
1	<b>Power</b>	Press to turn the dehumidifier on and off.
2	<b>Filter</b>	After 250 hours of operation, the FILTER indicator light will glow to remind you to clean the filter. Press the filter button to turn off the Filter light. Remove the filter and clean it. See Cleaning and Maintenance page 12.
3	<b>-/+</b>	<p>The humidity level can be set within a range of 35% RH (Relative Humidity) to 80% RH (Relative Humidity) in 5% increments, or at NONSTOP for continuous operation. Press (-) until the screen reads NONSTOP.</p> <p><b>NOTE:</b> If NONSTOP is selected, the dehumidifier will operate continuously at its maximum dehumidification settings if attached to a hose, or until bucket is full.</p> <ul style="list-style-type: none"> <li>For drier air, press the (-) pad and set to a lower percent value (%).</li> <li>For damper air, press the (+) pad and set to a higher percent value (%).</li> </ul> <p>When you first use the dehumidifier, set the humidity control to 45% or 50%. Allow at least 24 hours for the dehumidifier to achieve the humidity level. If you still have damper air than desired, set the humidity level to a lower setting, or select NONSTOP for maximum dehumidification.</p>
4	<b>Display</b>	Shows the set % humidity level while setting, then shows the actual (+/- 5% accuracy) room % humidity level.
5	<b>Fan Speed</b>	Controls the fan speed. Press to select either HIGH, MEDIUM or LOW. Set the fan control to HIGH for maximum moisture removal. When the humidity has been reduced and quiet operation is preferred, set the fan control to MEDIUM or LOW.
6	<b>Timer</b>	While unit is ON, press to set unit to automatically turn off in 2 or 4 hours. While unit is OFF, press to set unit to automatically turn on in 2 or 4 hours

## Other Features

### **Auto Shut Off**

Water level control switch shuts off dehumidifier when the bucket is full.

### **3 Speed Fan**

Increase circulation with 3 speeds to maximize moisture removal.

### **Programmable Digital Humidistat**

Precise humidity control.

### **Low-Temp Operation**

Reduce freezing during the cold winters months down to 41°F.

### **Auto-Restart**

Automatically restarts unit after power outage.

### **Auto Defrost**

Automatically defrosts the coils for worry-free operation.

### **External Drain Option**

Attach hose for gravity fed drainage.\*

*\*Garden hose not included.*

#### **NOTICE:**

This picture is for reference only. Please refer to the actual product for the appearance.

## ⚠ CAUTION:

- Turn off the dehumidifier and remove the plug from the wall outlet before cleaning.

### To Clean the Case:

Use water and a mild detergent. Do not use bleach or abrasives.

### To Clean the Front Grille:

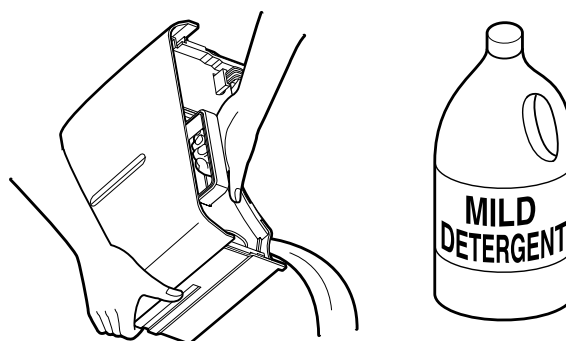
Use a vacuum attachment or brush.

## Water Bucket

**To Remove:** Remove the bucket and pour out any water.

**To Clean:** Every few weeks, clean the bucket to prevent growth of mold, mildew and bacteria. Partially fill the bucket with clean water and add a little mild detergent. Swish it around in the bucket, empty and rinse.

**To Replace:** Slide the bucket into the dehumidifier.



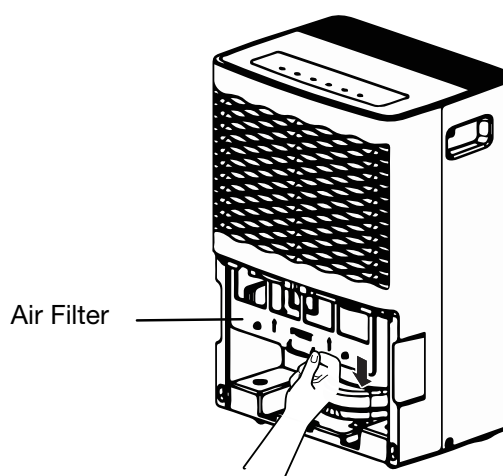
## Air Filter

The air filter behind the front grille should be checked and cleaned at least every 250 hours of operation or more often if necessary.

After 250 hours of operation, the Clean the Filter indicator light will glow to remind you to clean the filter. Remove the filter and clean it. Replace the filter and press the Filter Timer pad (for 3 seconds) to turn off the Clean the Filter light.

**To Remove:** Remove the bucket. Grasp the filter edge, and pull it straight down and out.

**To Clean:** Clean the filter with warm, soapy water. Rinse and let the filter dry before replacing it.



## NOTE:

- DO NOT rinse or put the filter in an automatic dishwasher.

## ⚠ CAUTION:

- DO NOT operate the dehumidifier without a filter because dirt and lint will clog it and reduce performance.

# Malfunction Code

*If the following Malfunction Code appears, please call Customer Service.*

MALFUNCTION CODE	SOLUTION
<b>F0</b>	Please Contact Customer Service
<b>F1</b>	
<b>F2</b>	
<b>L1</b>	
<b>H3</b>	

**IF THESE SOLUTIONS FAIL, PLEASE CALL 1-866-658-0466 FOR GREE CUSTOMER SERVICE**

PROBLEM	POSSIBLE CAUSE	SOLUTION
<b>Dehumidifier Will Not Operate</b>	<b>Power Failure</b>	There is a protective time delay (up to 3 minutes) to prevent tripping of the compressor overload. For this reason, the unit may not start normal heating or cooling for 3 minutes after it turned back on.
	<b>The fuse is blown/circuit breaker is tripped</b>	Check the house fuse/circuit breaker box and replace the fuse or reset the breaker.
	<b>Dehumidifier has reached its preset level or bucket is full</b>	The dehumidifier automatically turns off when either condition occurs. Change to a lower setting or empty the bucket and replace properly.
	<b>Bucket is not in the proper position</b>	The bucket must be in place and securely seated for the dehumidifier to operate.
	<b>The dehumidifier is unplugged</b>	Makes sure the dehumidifier's plug is pushed completely into the outlet.
<b>Dehumidifier Runs Too Much</b>	<b>Area to be dehumidified is too large</b>	The capacity of your dehumidifier may not be adequate.
	<b>Doors and windows are open</b>	Close all doors and windows to the outside.
<b>Frost Appears On The Coils</b>	<b>Dehumidifier has been turned on recently, or room temperature is below 41°F (5°C)</b>	This is normal. Frost will usually disappear within 60 minutes. See the Automatic Defrost section
<b>Dehumidifier Does Not Dry The Air As It Should</b>	<b>Did not allow enough time to remove the moisture</b>	When first installed, allow at least 24 hours to maintain the desired dryness.
	<b>Airflow is restricted</b>	Make sure there are no curtains, blinds or furniture blocking the front of back of the dehumidifier. See the Choosing a Location section.
	<b>Clothes dryer may be blowing moisture-laden air into the room</b>	Install the dehumidifier away from the dryer. The dryer should be vented to the outside.
	<b>Dirty Filter</b>	See the Care and Maintenance section.
	<b>Doors and windows may not be closed tightly</b>	Check that all doors, windows and other openings are securely closed.
	<b>The Humidity Control may not be set low enough</b>	For drier air, press the + pad and set to a lower percent value (%) or at NS (Nonstop) for maximum dehumidification.
	<b>Room temperature is too low</b>	Moisture removal is best at higher room temperatures. Lower room temperatures will reduce the moisture removal rate. Models are designed to be operated at temperatures above 41°F (5°C).
<b>Control Cannot Be Set</b>	<b>The compressor will turn off and the fan will automatically continue to run for approximately 3 minutes at a fixed setting</b>	This is normal. Wait approximately 3 minutes and set the fan as desired.
<b>Water On Floor</b>	<b>Hose connection may be loose</b>	Check the hose connection. See the Removing Collected Water section.
	<b>Intended to use the bucket to collect water, but a hose was attached</b>	Disconnect the hose if using a bucket to collect water. See the Removing Collected Water section.
<b>Bucket Full Led Light Flashing And Alarm Sounds While Drain Hose Is Connected.</b>	<b>Drain hose not tight on fitting</b>	Check drain hose connection.
	<b>Drain hose is kinked</b>	Ensure the drain hose is pointed straight down to the floor and is not kinked in anyway.
<b>Fan Noise</b>	<b>Air is moving through the dehumidifier</b>	This is normal.

**IF THESE SOLUTIONS FAIL, PLEASE CALL 1-866-658-0466 FOR GREE CUSTOMER SERVICE**

## One Year Limited Warranty

In order to make your Warranty Claim:

Please call 1-866-658-0466 or email us at [customerservice@greeproducts.com](mailto:customerservice@greeproducts.com)

This product is warranted for a period of 1 year after date of purchase.

Customer must possess this Warranty Statement along with a copy of the original receipt of purchase, serial number and date of purchase.

Warranty only covers new products purchased from authorized dealers or retailers. It does not include used, salvaged, refurbished products or unauthorized Internet sales.

### **THIS WARRANTY DOES NOT COVER:**

Commercial use.

Damage done to the unit while in possession of the consumer; not caused by a defect.

Damage caused by improper installation, delivery, maintenance and failing to follow the proper instructions provided by the manual.

Damage caused by modifications to the product or unreasonable use.

Damage caused by replacement of house fuses or resetting circuit breakers.

Damage caused by repairs or alterations.

Damage caused after delivery.

Labor or other costs incurred for diagnosing, repairing, removing, installing, shipping, servicing or handling of either defective parts, or replacement parts, or new units.

Exclusion of Implied Warranties:

GREE is not responsible for any consequential or incidental damages. GREE's liability will not exceed the retail value of the Dehumidifier unit.

This warranty does not cover, and is not intended to exclude any liability on the part of GREE, whether under this warranty or implied by law for any indirect or consequential damages for breach of warranty. Some states may not allow the exclusion or limitation so this limitation may not apply to you.

For your own records, please attach a copy of your sales receipt to this manual. Also, please fill in the below:

Retailer: \_\_\_\_\_

Model #: \_\_\_\_\_

Purchase Location: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Register your product at: **[www.greeproducts.com](http://www.greeproducts.com)**

**Gree Customer Service**

Hours: 9am–5pm CST Monday–Friday

Phone: 1-866-658-0466

Email: [customerservice@greeproducts.com](mailto:customerservice@greeproducts.com)

Website: [www.greeproducts.com](http://www.greeproducts.com)

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