

INSIGNIA®

USER GUIDE

20-, 35-, or 50-Pint Dehumidifier

NS-DH20WH1-C/NS-DH35WH1/NS-DH35WH1-C/NS-DH50WH1



Before using your new product, please read these instructions to prevent any damage.

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Introduction

Congratulations on your purchase of a high-quality Insignia product. Your NS-DH20WH1-C, NS-DH35WH1, NS-DH35WH1-C, or NS-DH50WH1 is a state of the art dehumidifier designed for reliable and trouble-free performance.

IMPORTANT SAFETY INSTRUCTIONS



This symbol indicates that dangerous voltage constituting a risk of electric shock is present within your cooler.



This symbol indicates that there are important operating and maintenance instructions in the literature accompanying your cooler.

WARNING

To reduce the risk of fire, electrical shock, or injury follow these basic precautions when using your dehumidifier.

- 1 Read these instructions.
- 2 Keep these instructions.
- 3 Heed all warnings.
- 4 Follow all instructions.
- 5 Do not exceed the rating of the power outlet or connection device.
- 6 Do not operate or stop the appliance by switching the power supply on or off.
- 7 Do not damage or use an unspecified power cord.
- 8 Do not modify the power cord length or share the outlet with other appliances.
- 9 Do not plug or unplug the AC power cord with wet hands.
- 10 Do not install the appliance in a location that may be exposed to combustible gas.
- 11 Do not place the appliance near a heat source.
- 12 Disconnect the power cord if strange sounds, smells, or smoke come from the appliance.
- 13 Do not try to take apart the appliance or repair it yourself.
- 14 Before cleaning, turn off the power and unplug the appliance.
- 15 Do not use the appliance near flammable gas or combustibles, such as gasoline, benzene, or thinner.
- 16 Do not drink or use the water drained from the appliance.
- 17 Do not remove the water tank during operation.
- 18 Do not use the appliance in small spaces.

- 19 Do not put in places where water may splash onto the appliance.
- 20 Place the appliance on a level, sturdy floor.
- 21 Do not cover the intake or exhaust openings with cloths or towels.
- 22 Care should be taken when using the appliance in a room with infants, children, elderly people, or people sensitive to humidity.
- 23 Do not use in areas where chemicals are handled.
- 24 Never insert your finger or other foreign objects into grills or openings. Take special care to warn children of these dangers.
- 25 Do not place heavy objects on the power cord and make sure that the power cord is not compressed.
- 26 Do not climb up on or sit on the appliance.
- 27 Always insert the filter securely. Clean the filter once every two weeks.
- 28 If water enters the appliance, turn it off and disconnect the power cord, then contact a qualified service technician.
- 29 Do not place flower vases or other items containing water on top of the appliance.
- 30 Do not use an extension cord.

Electrical Information

- 1 The manufacturer's nameplate is located on the rear panel of the appliance and contains electrical and other technical data specific to this appliance.
- 2 Be sure the appliance is properly grounded. To minimize shock and fire hazards, proper grounding is important. The power cord is equipped with a three-prong grounding plug for protection against shock hazards.
- 3 Your appliance must be plugged into a properly grounded wall receptacle. If the wall receptacle you intend to use is not adequately grounded or protected by a time delay fuse or circuit breaker (please refer to the nameplate for the electrical data), have a qualified electrician install a proper receptacle.

Cautions

- 1 This appliance can be used by children aged eight years and above and persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge. Make sure that they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Children should not clean or maintain the appliance without supervision. (applicable in European Countries)
- 2 This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance (applicable except in European Countries).
- 3 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons, in order to avoid a hazard.

- 4 Prior to cleaning or other maintenance, the appliance must be unplugged.
- 5 Do not install the appliance in a location that may be exposed to combustible gas. If combustible gas accumulates around the appliance, it may cause fire.
- 6 If the appliance is knocked over during use, turn it off and unplug it immediately. Visually inspect the appliance to ensure that there is no damage. If you suspect the appliance has been damaged, contact a technician or customer service for assistance.
- 7 Unplug the appliance in a thunderstorm to avoid damage due to lightning.
- 8 Do not run the electrical cord under carpeting. Do not cover the cord with throw rugs, runners, or similar coverings. Do not route the cord under furniture or appliances. Arrange the cord away from traffic areas and where it will not be tripped over.
- 9 Do not operate this appliance with a damaged power cord or plug. If the power cord or plug is damaged, discard the appliance or return it to an authorized service facility for examination and/or repair.
- 10 To reduce the risk of fire or electric shock, do not use this appliance with any solid-state speed control device.
- 11 The appliance shall be installed in accordance with national wiring regulations.
- 12 Contact an authorized service technician for repair or maintenance of this appliance.
- 13 Turn off the appliance when not in use.

SAVE THESE INSTRUCTIONS

Note: All of the illustrations in this manual are for explanation purposes only. Your dehumidifier may look slightly different than those depicted here. The actual shape is appropriate. The design and specifications are subject to change without prior notice for product improvement. Consult with the store or manufacturer for details. Any updates to the manual will be uploaded to the service website, please check for the latest version.

A note about fluorinated gases

- 1 Fluorinated greenhouse gases are contained in hermetically sealed equipment. For specific information on the type, the amount, and the CO₂ equivalent, in tons of the fluorinated greenhouse gas (on some models), please refer to the relevant label on the appliance itself.
- 2 Installation, service, maintenance, and repair of this appliance must be performed by a certified technician.
- 3 Product disassembly and recycling must be performed by a certified technician.

Features

- Maintains a comfortable relative humidity level
- Capable of removing 20, 35, or 50 pints of water out of the air each day (depending on model)
- 20 pt. - 3.2 qt. (3 liter) tank
- 35/50 pt. - 6.3 qt. (6 liter) tank
- Automatically turns off when the tank is full
- Adjustable humidistat for complete control
- Portable design with caster wheels for easy movement and placement
- EnergyStar certified

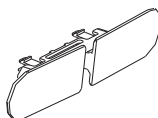
Package contents



Dehumidifier



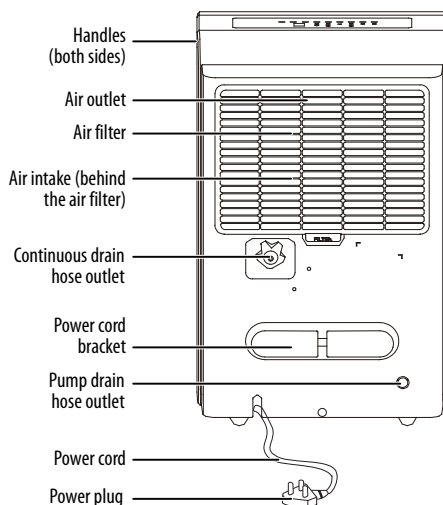
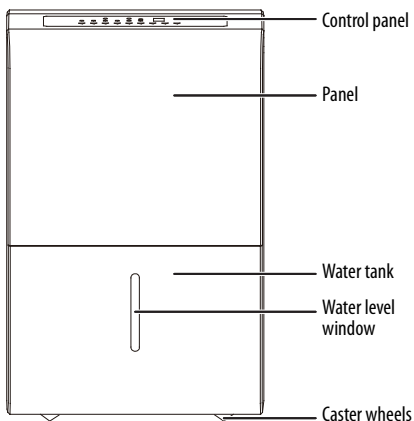
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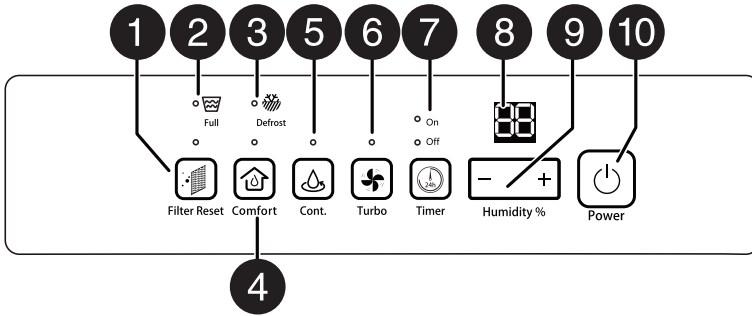
Power cord bracket

Components

Front and back



Control panel



#	FEATURE	FUNCTION
1	Filter Reset	The filter light flashes after 250 hours of operation, indicating that the air filter needs to be cleaned. To reset the light after cleaning the filter, press the FILTER button.
2	Full	Turns on when the water tank is full. Turn off the unit and empty the water tank.
3	(Auto) Defrost	Turns on when the dehumidifier is in auto defrost mode. The fan continues to run in this mode.
4	Comfort	Press to set the dehumidifier to the comfort setting (humidity level cannot be specified). The indicator LED turns on. Press again to turn off the comfort setting. The indicator LED turns off.
5	Cont. (Continuous dehumidifying)	Press to turn on continuous dehumidifying. The indicator LED turns on. Press again to turn off continuous dehumidifying. The indicator LED turns off.
6	Turbo	Press to set the fan speed to high. The indicator LED turns on. Press again to set the fan speed to normal. The indicator LED turns off.
7	Timer	Press to initiate the Auto Start and Auto Stop programs. See Auto Start and Auto Stop timers on page 9.
8	LED Display	Normally displays the actual room relative humidity level (from 30% to 90%). When setting the desired humidity level, displays the setting level from 35% to 85%. When setting the auto start/stop time, displays the time (0~24 hours).
9	Humidity % +/- buttons	Use to set the desired humidity level from 35% to 85% (in 5% increments). When auto start/stop mode is initiated, press to set the time until auto start is initiated, then press to set the duration until auto stop turns the unit off.
10	Power	Press to turn the power on or off.

Notes:

- Touch the control panel lightly when pressing the keys.
- To avoid scratching the control panel, do not touch it with sharp objects.

Setting up your dehumidifier

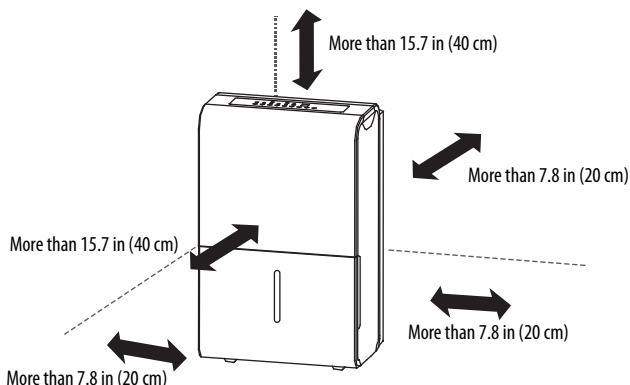
Preparing your dehumidifier

- Remove the exterior and interior packing.
- Clean the exterior surface with lukewarm water using a soft cloth.

Finding a suitable location

Note: Your dehumidifier is more efficient when in a closed room, but it can be used in a room with the doors open to dehumidify a larger area.

- This dehumidifier is designed to be free standing.
- Place your dehumidifier on a solid floor that is strong enough to support it when the water tank is full.
- The working environment should be between 41° F (5° C) and 90° F (32° C).
- Locate the dehumidifier away from direct sunlight and sources of heat (stove, heater, radiator, and so on). Direct sunlight may affect the acrylic coating and heat sources may increase electrical consumption. Ambient temperature below 41° F (5° C) and above 90° F (32° C) will hinder the performance of this appliance.



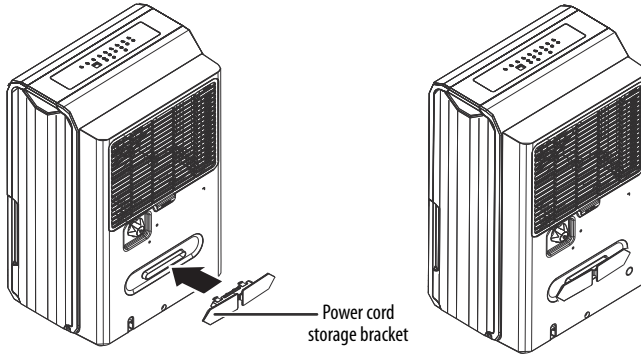
CAUTION:

- Do not force the casters to move over carpet.
- Do not move the dehumidifier with water in the tank. It may tip over and spill the contents.

Connecting to power

- Plug your dehumidifier into a dedicated, properly installed, grounded wall outlet. This appliance should be operated on a separate electrical circuit from other operating appliances. Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. Any questions concerning power and/or grounding should be directed toward a certified electrician or an authorized service center.
- Do not use an extension cord with this dehumidifier. If the power cord is too short, have a qualified electrician install an outlet near the appliance. Use of an extension cord can negatively affect the dehumidifier's performance.

- Remove the power cord storage bracket from your dehumidifier's water tank (on the front), then insert the power cord storage bracket into the back of your dehumidifier. The power cord storage bracket will click into place.



Using your dehumidifier

- 1 Plug your dehumidifier's power plug into a power outlet.
- 2 Press the **POWER** button, then set your dehumidifier to the desired humidity level.

Notes:

- When the set humidity level is reached, the dehumidifier turns off automatically.
- When the dehumidifier is turned off, it cannot be restarted again for three minutes.
- When frost builds up on the evaporator coils, the compressor cycles off and the fan continues to run until the frost is eliminated.
- If the dehumidifier is turned off due to a power outage, it automatically restarts when the power is restored.

Setting the humidity level

- 1 For drier air, press the ◀ button to set a lower humidity level.
- 2 For damper air, press the ▶ button to set a higher humidity level.

Note: The humidity level can be set to from 35–85% relative humidity, in increments of 5%.

Auto Start and Auto Stop timers

Your dehumidifier has the option to set a timer to turn it on and/or to turn it off. When you set the Auto Start or Auto Stop timers, the On or Off LED indicators light to remind you which timer has been set. When both the Auto Start and Auto Stop times are set in the same sequence, both the On and Off indicator lights remain lit.

Notes:

- The timer settings are for one-time only and will need to be set each time you want your dehumidifier to turn on and off by itself.
- You do not have to use the Auto Start and Auto Stop timers together. You can set one or the other.
- Turning your dehumidifier on or off at any time or adjusting the timer setting to 0.0 will cancel the timer function.
- If the LED display shows P2, the timer function is canceled. The P2 error code displays when the water tank is full or is not in the right position.

Setting the Auto Start timer

- 1 Press **TIMER** until the On indicator LED turns on.
- 2 Press and hold the ◀ or ▶ buttons to select the number of hours before your dehumidifier will automatically turn on, then wait for the LED display to return to its previous state. The setting is saved.

Note: The ◀ or ▶ buttons increment by 0.5 hours up to 10 hours. After you reach 10, the ◀ or ▶ buttons increment by 1 hour up to 24 hours.

Setting the Auto Stop timer

- 1 Press **TIMER** until the Off indicator LED turns on.
- 2 Press and hold the ◀ or ▶ buttons to select the number of hours before your dehumidifier will automatically turn off, then wait for the LED display to return to its previous state. The setting is saved.

Notes:

- The ◀ or ▶ buttons increment by 0.5 hours up to 10 hours. After you reach 10, the ◀ or ▶ buttons increment by 1 hour up to 24 hours.

Removing collected water

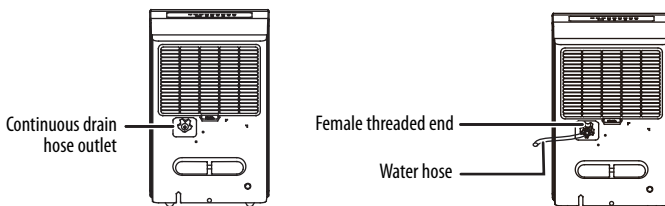
- 1 When the **Full** indicator lights, remove the tank from your dehumidifier.
- 2 Pour the water out, then reinsert the tank into your dehumidifier.

Notes:

- When the tank is full, your dehumidifier automatically turns off and the Full indicator lights.
- Your dehumidifier will automatically restart when the tank is back in place.
- If you remove the tank while your dehumidifier is running, the LED display shows "P2" and your dehumidifier stops running.

Removing collected water with continuous draining

- 1 Remove the plastic cover from the continuous drain hose outlet.
- 2 Screw a 5/16" drain hose (not included) onto the female threaded end of the continuous drain hose outlet.



- 3 Direct the hose towards a floor drain.

Note: Make sure there are no kinks in the hose, as they may stop collected water from draining.

Maintaining your dehumidifier

Preparing for maintenance

- 1 Turn your dehumidifier off.
- 2 Disconnect your dehumidifier's plug from the power supply.

Cleaning the grill and case

- 1 Use water and a mild detergent to clean the grill and case.
- 2 Use a vacuum cleaner or brush to clean the air intake.

Note: Do not splash water directly onto your dehumidifier. Doing so may cause an electrical shock, deterioration of the insulation, or rust.

Cleaning the tank

- 1 Remove the tank from your dehumidifier, then fill the tank with water and a mild detergent.
- 2 Swish the water and detergent around in the tank, then empty and rinse the tank.
- 3 Let the tank air dry or dry it with a cloth, then place it back into your dehumidifier.

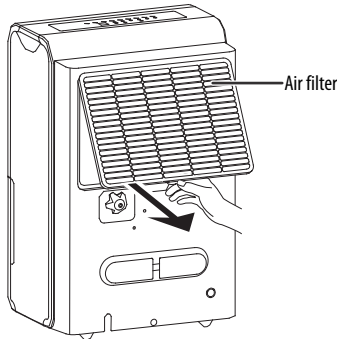
Notes:

- Clean the tank every few weeks to prevent growth of mold, mildew, and bacteria.
- Do not use a dishwasher to clean the tank.

Cleaning the air filter

The air filter should be cleaned after 250 hours of use or 30 days, whichever comes first. The **FILTER** LED indicator lights up after 250 hours of use to indicate when to clean the filter.

- 1 Remove the air filter by pulling it outwards.



- 2 Wash the filter with water, then let it air dry.
- 3 Reinstall the filter, then press **Filter Reset**.

CAUTION: Do not use your dehumidifier without a filter. Doing so may allow dirt and lint to damage your dehumidifier.

Storing your dehumidifier

- 1 Before storing, let your dehumidifier rest for one full day so that it can air dry, then empty the water tank.
- 2 Clean the grill, case, tank, and air filter.
- 3 Wrap the power cord around the power cord buckle.
- 4 Cover your dehumidifier with a plastic bag.
- 5 Store the unit upright in a dry, well-ventilated area.

Troubleshooting

PROBLEM	SOLUTION
My dehumidifier does not start	<ul style="list-style-type: none"> • Make sure that your dehumidifier is plugged in. • Make sure that the water tank is in the proper position. • Check if the water tank is full. • Check if your dehumidifier has reached your set humidity level. • Check the house fuse/circuit breaker box.
My dehumidifier does not dry the air as it should	<ul style="list-style-type: none"> • Make sure that you have allowed your dehumidifier enough time to remove moisture from the air. • Make sure that there are no curtains, blinds, or furniture blocking the front or back of the dehumidifier. • Lower the humidity level. • Make sure that all doors, windows, and other openings are closed. • Make sure that the room's temperature is not below 41° F (5° C). • Make sure that there isn't a water vapor source in your room.
My dehumidifier makes a loud noise when operating	<ul style="list-style-type: none"> • Make sure that the air filter is not dirty. If it is, clean the air filter. • Make sure that your dehumidifier is upright and is placed on a level floor. • Your dehumidifier may sound loud for the first two or three minutes of operation while the compressor starts up.
My dehumidifier makes a soft, swishing noise when operating	<ul style="list-style-type: none"> • This is normal. Your dehumidifier has liquid refrigerant flowing inside of it.
My dehumidifier makes a gurgling noise when operating	<ul style="list-style-type: none"> • Make sure that your dehumidifier is upright and is placed on a level floor.
Frost appears on my dehumidifier's coils	<ul style="list-style-type: none"> • This is normal. Your dehumidifier has an auto defrost feature that starts when too much frost buildup occurs.
There is water on my floor	<ul style="list-style-type: none"> • If you are using the water tank, make sure that the back drain plug is in place. • If you are using the drain hose, make sure that the hose is connected securely to your dehumidifier.
The LED display shows ES, AS, P2, or Eb	<ul style="list-style-type: none"> • These are error and protection codes. See Understanding the LED display codes below.

Understanding the LED display codes

CODE	MEANING
Error	
AS	Humidity sensor error. Unplug your dehumidifier and plug it back in. If the error persists, contact Customer Service.
ES	Evaporator tube temperature sensor error. Unplug your dehumidifier and plug it back in. If the error persists, contact Customer Service.
Eb	The water tank has been removed or is not in the correct position. Replace the tank in the correct position. This code only displays on units with the pump feature.
Protection	
P2	The water tank is full or is not in the correct position. Empty the tank or place it in the correct position. On units with pump feature - The water tank is full and needs to be emptied.

Note: When the AS or ED error code is displayed, turn off the unit and check for any obstructions, then restart the unit. If the error code returns, turn off the unit and unplug the power cord. Contact the manufacturer or its service agents or a similar qualified person for service.

Specifications

Dimensions (W × D × H)	20 pt. - 16.1 x 10.7 x 19.7 in. (41 x 27.3 x 50 cm) 35 and 50 pt. - 16.8 x 11.7 x 24.4 in. (42.7 x 29.8 x 62 cm)
Weight	20 pt. - Net = 33 lb. (15 kg) Gross = 36.8 lb. (16.7 kg) 35 pt. - Net = 39.8 lb. (18.06 kg) Gross = 44.6 lb. (20.22 kg) 50 pt. - Net = 41.4 lb. (18.77 kg) Gross = 46.2 lb. (20.94 kg)
Power requirements	115 V~60 Hz
Power consumption	20 pt. - 270 W 35 pt. - 380 W 50 pt. - 545 W
Power cord length	6.2 ft. (1.9 m)
Water tank capacity	20 pt. - 3.2 qt. (3 liter) tank 35/50 pt. - 6.3 qt. (6 liter) tank
Moisture removal rate	20, 35, or 50 pints/day (9.5, 16.6, or 23.7 liters/day)

ONE-YEAR LIMITED WARRANTY

Definitions:

The Distributor* of Insignia branded products warrants to you, the original purchaser of this new Insignia-branded product ("Product"), that the Product shall be free of defects in the original manufacturer of the material or workmanship for a period of one (1) year from the date of your purchase of the Product ("Warranty Period").

For this warranty to apply, your Product must be purchased in the United States or Canada from a Best Buy branded retail store or online at www.bestbuy.com or www.bestbuy.ca and is packaged with this warranty statement.

How long does the coverage last?

The Warranty Period lasts for 1 year (365 days) from the date you purchased the Product. Your purchase date is printed on the receipt you received with the Product.

What does this warranty cover?

During the Warranty Period, if the original manufacture of the material or workmanship of the Product is determined to be defective by an authorized Insignia repair center or store personnel, Insignia will (at its sole option): (1) repair the Product with new or rebuilt parts; or (2) replace the Product at no charge with new or rebuilt comparable products or parts. Products and parts replaced under this warranty become the property of Insignia and are not returned to you. If service of Products or parts are required after the Warranty Period expires, you must pay all labor and parts charges. This warranty lasts as long as you own your Insignia Product during the Warranty Period. Warranty coverage terminates if you sell or otherwise transfer the Product.

How to obtain warranty service?

If you purchased the Product at a Best Buy retail store location or from a Best Buy online website (www.bestbuy.com or www.bestbuy.ca), please take your original receipt and the Product to any Best Buy store. Make sure that you place the Product in its original packaging or packaging that provides the same amount of protection as the original packaging.

To obtain warranty service, in the United States and Canada call 1-877-467-4289. Call agents may diagnose and correct the issue over the phone.

Where is the warranty valid?

This warranty is valid only in the United States and Canada at Best Buy branded retail stores or websites to the original purchaser of the product in the country where the original purchase was made.

What does the warranty not cover?

This warranty does not cover:

- Customer instruction/education
- Installation
- Set up adjustments
- Cosmetic damage
- Damage due to weather, lightning, and other acts of God, such as power surges
- Accidental damage
- Misuse
- Abuse
- Negligence
- Commercial purposes/use, including but not limited to use in a place of business or in communal areas of a multiple dwelling condominium or apartment complex, or otherwise used in a place of other than a private home.
- Modification of any part of the Product, including the antenna
- Display panel damaged by static (non-moving) images applied for lengthy periods (burn-in).
- Damage due to incorrect operation or maintenance

- Connection to an incorrect voltage or power supply
- Attempted repair by any person not authorized by Insignia to service the Product
- Products sold "as is" or "with all faults"
- Consumables, including but not limited to batteries (i.e. AA, AAA, C etc.)
- Products where the factory applied serial number has been altered or removed
- Loss or Theft of this product or any part of the product
- Display panels containing up to three (3) pixel failures (dots that are dark or incorrectly illuminated) grouped in an area smaller than one tenth (1/10) of the display size or up to five (5) pixel failures throughout the display. (Pixel based displays may contain a limited number of pixels that may not function normally.)
- Failures or Damage caused by any contact including but not limited to liquids, gels or pastes.

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