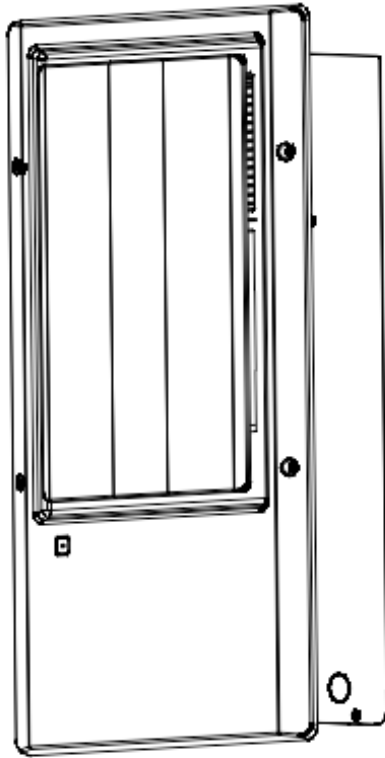
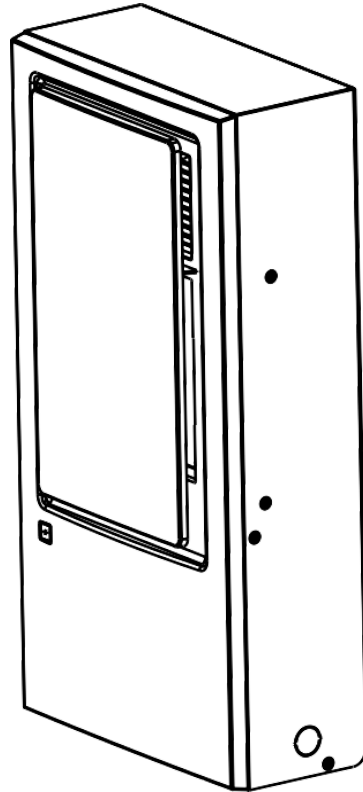


# Installation and Operation Manual

## IW-25-5-220V Dehumidifier



In-Wall Solution



On-Wall Solution



IXL Home Pty Ltd  
1K Marine Parade, Abbotsford, VIC 3067  
1300 727 421 (AUS) / 0800 727 421 (NZ)  
[www.ixlappliances.com.au](http://www.ixlappliances.com.au)  
[www.ixlappliances.co.nz](http://www.ixlappliances.co.nz)

Please ensure these instructions remain with the owner.

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## Safety Notes

- Read all instructions and safety information. Review assembly diagrams provided before installing your Dehumidifier.
- **WARNING: Dehumidifier is filled with flammable gas: R290. The refrigerant loop is sealed and should only be serviced by a qualified technician.**
- 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.
- The **IW-25-5-220V** Dehumidifier must always be connected using a grounded electrical connection as required for all electrical appliances. The warranty is voided and all responsibility for the operation is borne by the owner if non-grounded wiring is utilized.
- The **IW-25-5-220V** Dehumidifier must only be installed, maintained and serviced by a licensed and qualified technician, in accordance with Australian/ New Zealand Wiring Rules and local plumbing regulations.
- **All electrical works must only be undertaken after disconnection of the power by removing fuses or turning off the circuit breaker, to ensure all pole isolation of the electrical supply.**
- **Make sure the power supply is isolated at the switchboard before commencing any installation or maintenance work.**
- The **IW-25-5-220V** Dehumidifier is intended only for operation when the unit is wall mounted or in wall and level. Any other orientation could cause water to contact electrical components.

- If any water may have spread throughout the unit, the unit should be opened and allowed to dry thoroughly. Contact IXL Home Customer Care and have the product inspected by an authorized person prior to reconnecting it to the electrical power supply.
- For proper operation, no obstruction should be located within 914mm of the discharge outlet on the unit.
- Do not insert any objects or fingers into the inlet or discharge. If service is required, call a qualified technician. All work on unit should be done with the unit “off” and unplugged or isolate at the switchboard before commencing any service maintenance.
- Do not use water to clean the unit exterior. Only use a damp cloth to clean the exterior and always unplug or disconnect the power of unit first.
- The drain hose must be installed to ensure the proper flow of condensate water to a drain source.
- If the supply cord is damaged, it should be replaced by IXL Home or its service agent or a similarly qualified person in order to avoid a hazard.
- Do not operate this appliance without the fascia in position.
- Do not make modifications of any kind to this appliance.
- Do not expose this appliance to the weather (rain, sun, etc.).
- Do not immerse the appliance or any parts of it in water or other liquids.
- If the appliance does not function correctly or develops a fault, contact IXL Home Customer Care immediately.
- Should the appliance be dropped or suffer a heavy blow, have it checked by an authorised service agent for IXL products.
- Keep the appliance’s air inlet and discharge free from dust to ensure optimum air flow.
- Do not sit or place objects on or in the appliance.
- Do not cover appliance.
- This appliance is for indoor use ONLY.

## Identification:

For future reference, write down the model, serial number, date of purchase so you can identify your unit when seeking assistance in the future. The data label on the side of your unit has key characteristics of your specific unit.

Model Number **IW-25-5-220V**

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

Date of Purchase \_\_\_\_\_

For additional questions concerning the operation of your dehumidifier, please:

- Contact IXL Home Customer Care on 1300 727 421 for Australia and 0800 727 421 for New Zealand.

## Electrical Supply:

Power Supply: 220 V, 50Hz AC Single Phase

Outlet Requirement: 3 pin 10 amp plug or it can be hardwired.

A local isolating switch (not supplied) must be incorporated in the fixed wiring to the appliance to allow disconnection of supply during maintenance and as such:

In accordance to AS/NZS 3000 this isolating switch shall be -

- a. installed immediately adjacent to an entrance to, or within, the room where the dehumidifier is located; or
- b. installed on the switchboard at which the dehumidifier final subcircuit originates. Refer to AS/NZS 3000 for further regulations regarding isolating devices.

**WARNING:** 220 Volts AC may cause serious injury from electric shock.

To ensure safety:

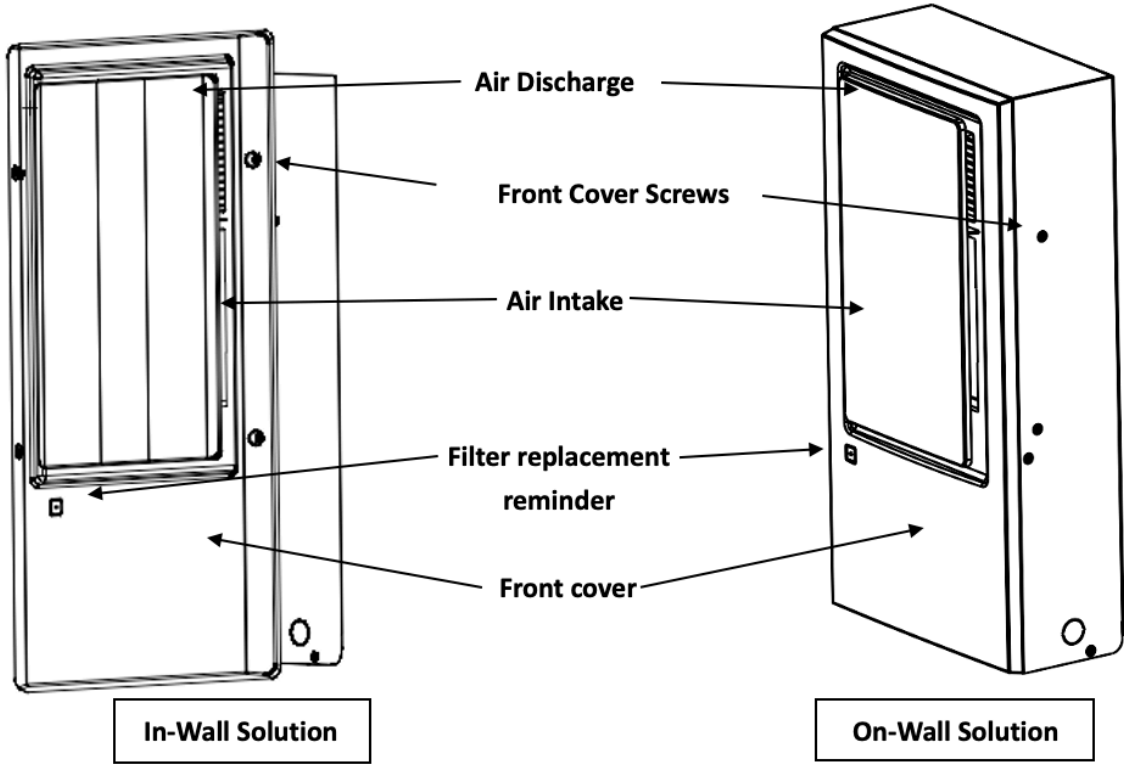
1. Disconnect electrical power before servicing
2. Only plug unit into grounded electrical circuit
3. Do not use extension cord
4. Do not use plug adapter

## Principle of Operation

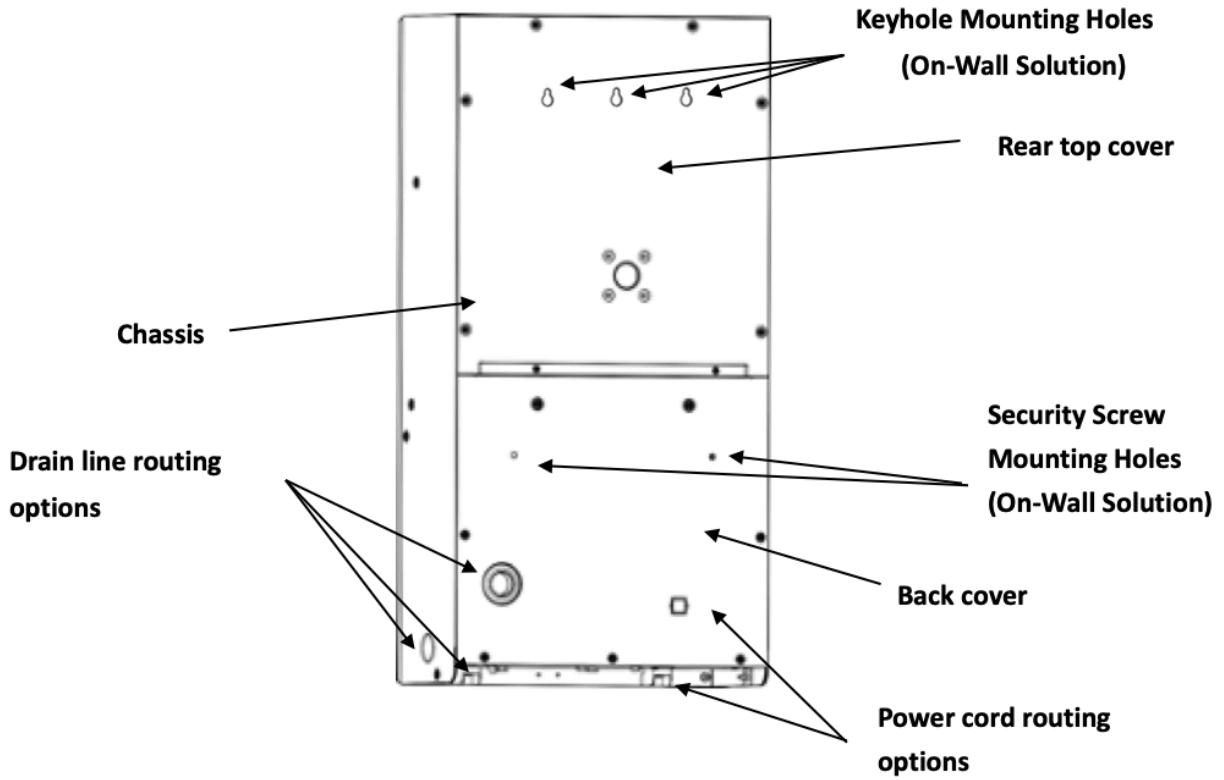
The IW-25-5-220V Dehumidifier utilizes its integral humidistat to monitor the conditioned space. When the relative humidity goes above the selected set point, the dehumidifier will energize. Air is drawn across an evaporator coil, which is cooler than the dew point of air. This means moisture will condense out of the air. The air is then reheated through the condenser coil and distributed back into the room.

# IW-25-5-220V Dehumidifier Diagram

## Front View

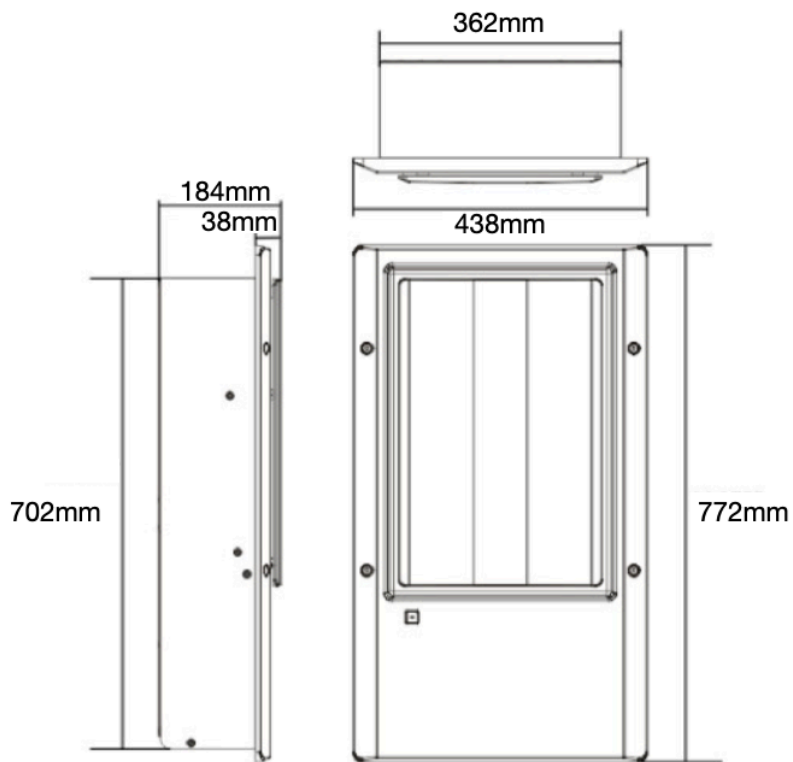


## Back View

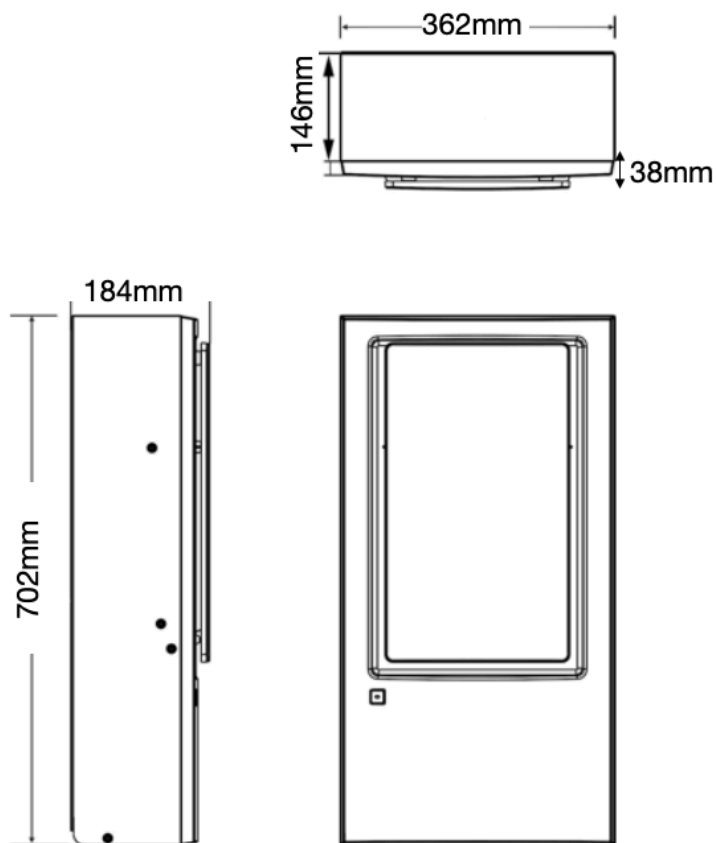


# Dimension Diagram

## In-Wall Solution



## On-Wall Solution

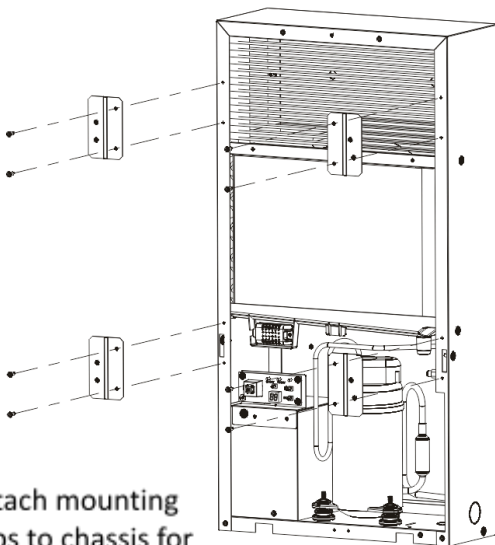


# Dehumidifier Installation

**Step 1.** Remove metal tie using side cutting pliers, then remove the shipping bracket.



**Step 2.** Fasten mounting tabs (4) with screws provided to the chassis (In-Wall Only) Threaded boss on each mount tab must be oriented in the up position.



Attach mounting tabs to chassis for in-wall mounting only



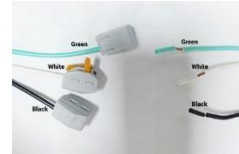
**Step 3.** Connect power to the unit using either included 3 meter power cord or the unit can be hardwired.

**WARNING!**

**Make sure the power supply is isolated at the switchboard before commencing any installation work**

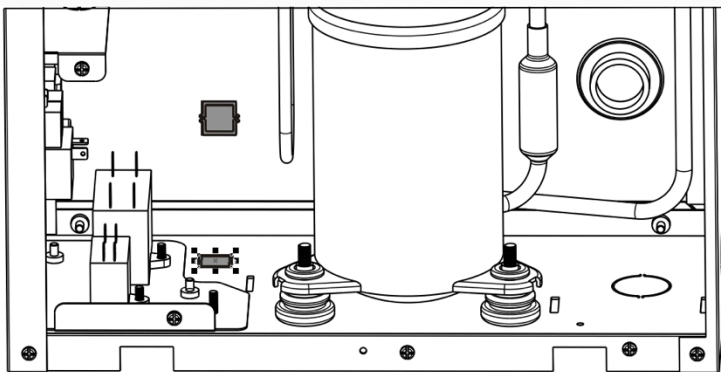
There are two reserved power cord holes, one on the back and one on the bottom of the unit. Remove appropriate knock out as needed. Complete electrical connections:

- White to White (N)
- Green to Green (GRD)
- Black to Black (L)

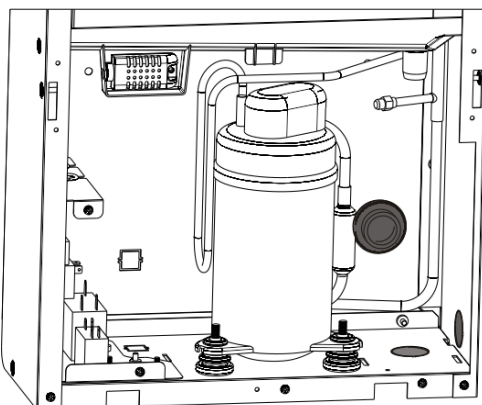


After completing electrical connections, slide electrical connection inside unit, fasten the strain relief to the power cord and then snap it on the selected power cord holes.

**The IW-25-5-220V Dehumidifier must only be installed, by a licenced and qualified technician, in accordance with Australian/ New Zealand Wiring Rules and local plumbing regulations, to adhere to proper unit operation and warranty compliance.**

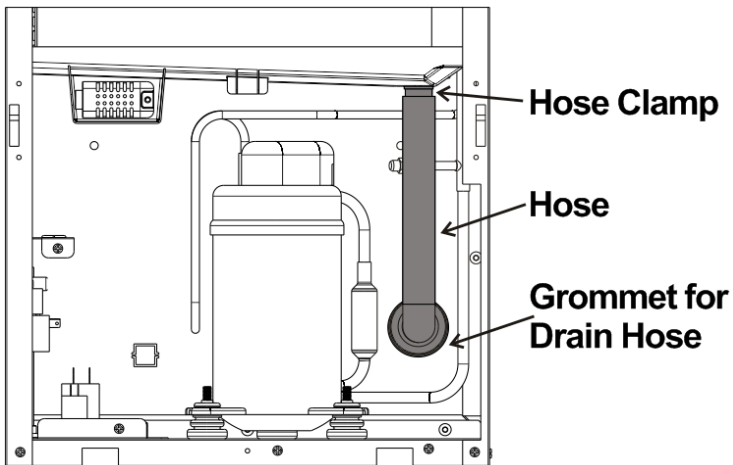


**Step 4.** The drain hose can be routed through the back, side, or bottom of the unit. Remove the appropriate knock-out or plug for your application.



### **Pipe Connection (No Pump):**

**Step 5.** Slide the grommet over the drain hose and snap into place at the selected drain location. Use hex nut screwdriver to apply hose clamp to the drain hose.



**IN-WALL ONLY – SEE PAGE 10 for Remainder of ON-WALL Installation Instructions**

**NOTE:** If mounting unit to plasterboard, position mounting template so that 1 of the keyhole mounting locations is on a stud.

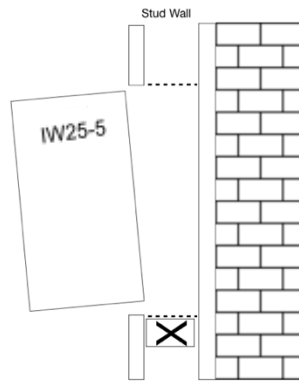
**Step 6.** Select mounting location between two studs.

**Step 7.** Using the mounting template on the front cover box, mark install location on wall.

**Step 8.** Cut hole. (Rough Opening Dimensions: H711mm x W368mm x D146mm)

**Step 9.** Lift the unit and place it near the wall opening to route electrical wires and drain hose through appropriate knockouts.

**Step 10.** Once electrical and drain hose are routed through the unit, set the unit into the wall.



**Step 11.** The chassis of the unit slips in the wall from the front and is secured by the four mounting tabs with screws (not provided). **Ensure the unit is level and the bottom of the unit is supported before screwing through the plasterboard and into the studs.**

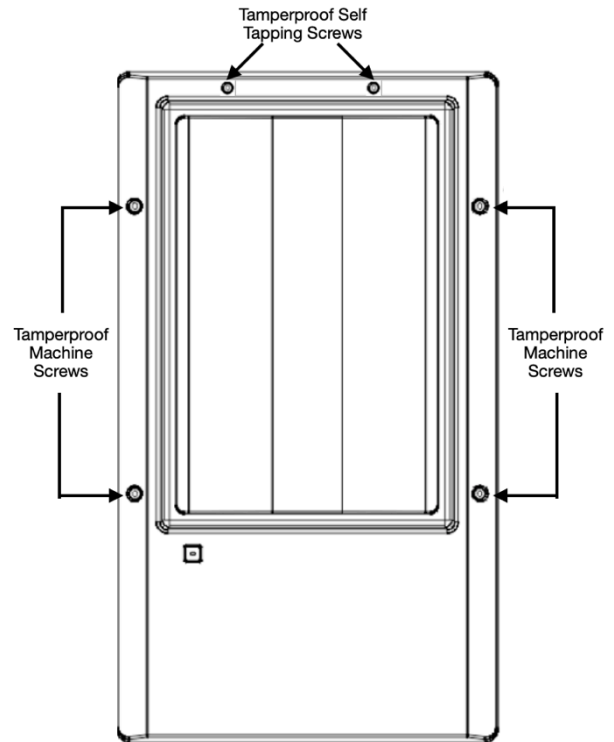
**Step 12.** Connect the drain line to the drain source making sure to have adequate fall on the drain hose.

**Step 13.** Switch circuit breaker/power back on.

**Step 14.** Set the digital controller on unit to desired Relative Humidity (RH). See Operating Instructions for further information (Page 12)

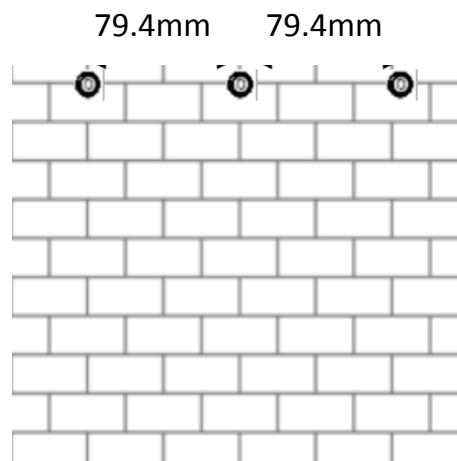
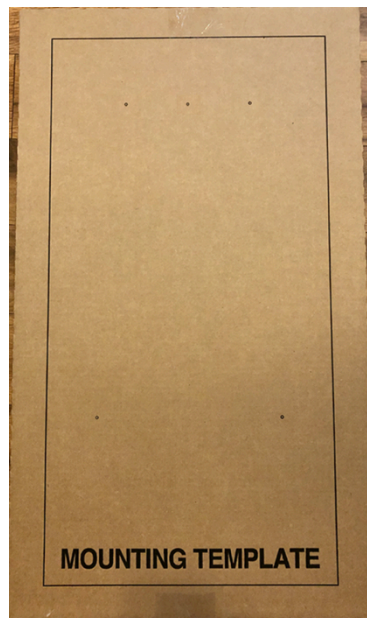
**Step 15.** Connect filter light wire from control board into diffuser cover.

**Step 16.** Install diffuser cover by aligning the lower tabs first, then setting the cover back against the wall. Insert the included six tamper-resistant screws to secure the diffuser cover.

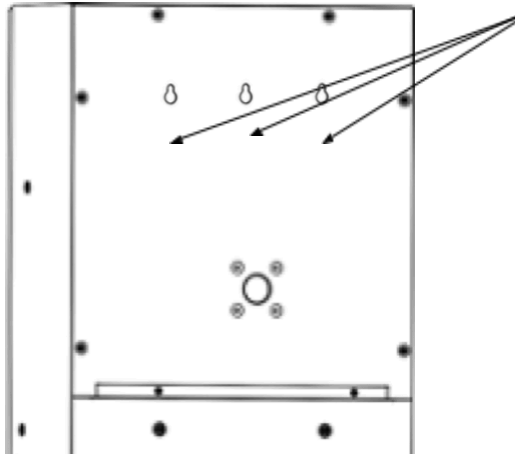


### **ON-WALL ONLY (SEE PAGE 9 for IN-WALL Specific Instructions)**

**Step 1:** Using the mounting template to locate holes, install 3 screws on the wall (Select appropriate hardware based on application). Leave the screw head 5mm out from the wall surface to allow the unit to be slipped over the screws into the teardrop shaped hanger holes on the rear of the dehumidifier.

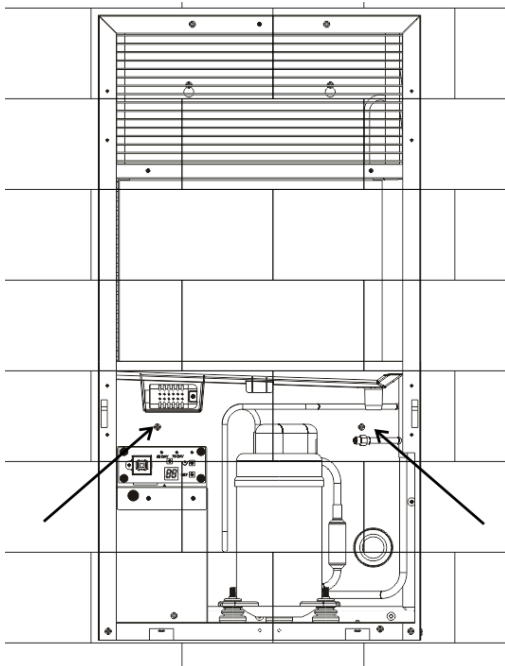


**Step 2:** Hanging the unit on the wall



Position keyhole mounting slots over screws in wall. Ensure centre keyhole hits stud. Allow unit to drop onto screws.

**Step 3:** Secure the unit with the 2 safety mounting screws (not supplied).



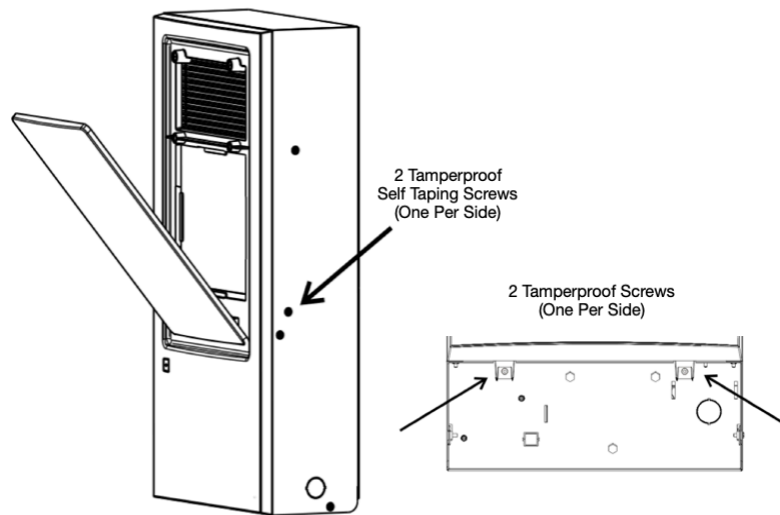
Secure safety mounting screws here.

**Step 4.** Switch circuit breaker/power back on.

**Step 5.** Set the digital controller to desired Relative Humidity (RH). See Operating Instructions for further information (Page 12)

**Step 6.** Connect filter light wire from control board into diffuser cover.

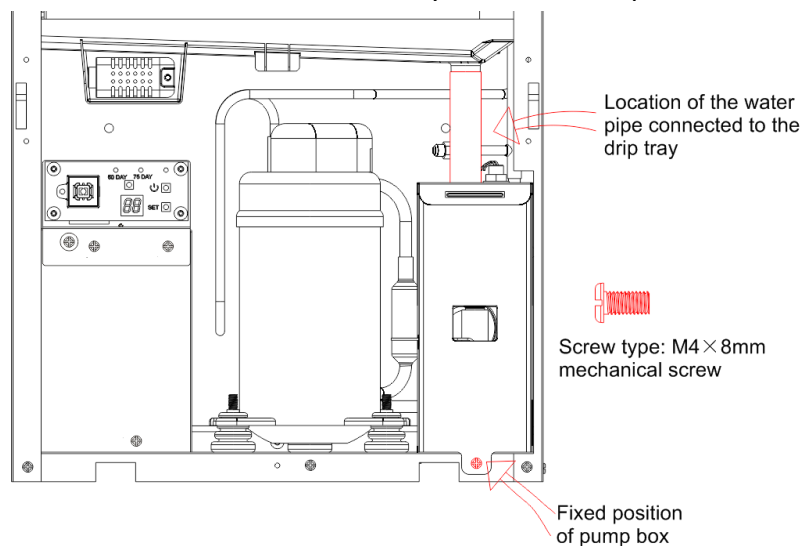
**Step 7.** Install diffuser cover by aligning the lower tabs first, then setting the cover back against the wall. Insert the included four tamper-resistant screws (2 tamper-resistant screws on the left and right sides and 2 tamper-resistant screws on the bottom) to secure the diffuser cover.

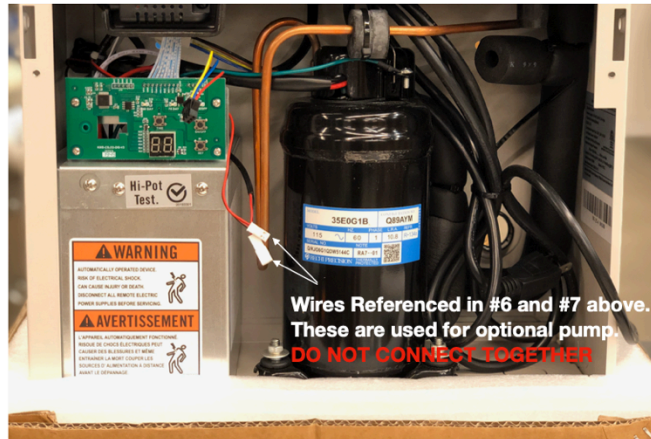


## Optional Condensate Pump Installation:

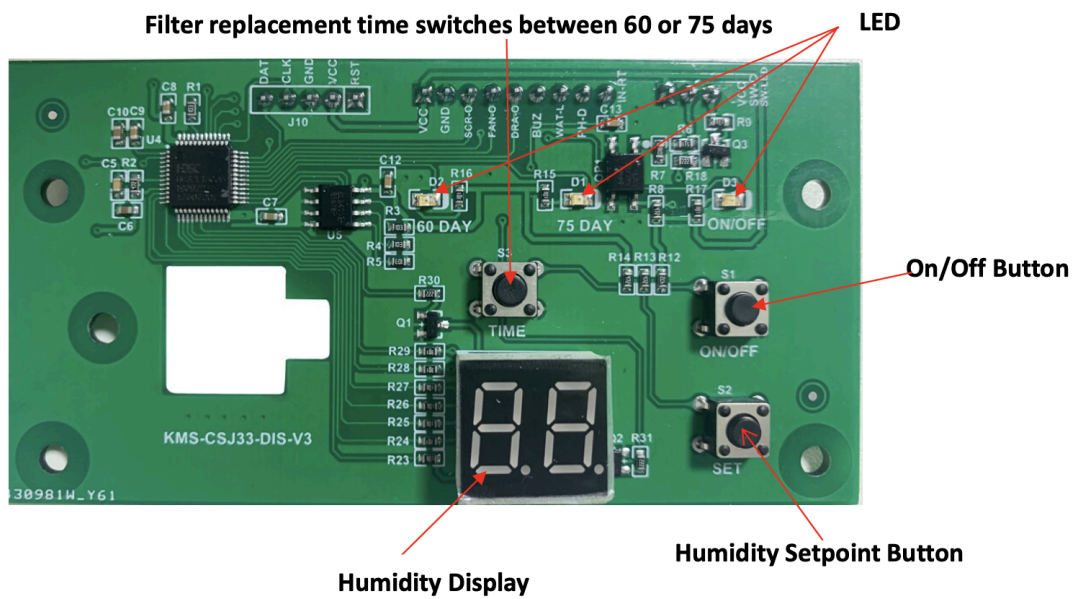
**Make sure the power supply is isolated at the switchboard before commencing any installation work**

1. Attach the supplied 9.5 mm clear drain-hose and check-valve to the pump connection.
2. Insert included 19mm DIA short clear drain line into pump reservoir. This drain line will eventually connect to water drain tray.
3. Insert condensate pump into chassis while routing attached drain line and check valve through desired chassis drain hole location (back, bottom, side).
4. Attach pump to chassis with included screw.
5. Connect other end of the short clear 19 mm DIA drain line to drain on drain tray just above the pump reservoir ensuring that other end of 19 mm DIA line remains in the pump reservoir.
6. Connect power supply coupling from the circuit board to the power supply coupling from condensate pump.
7. Connect float switch line from circuit board to switch line from condensate pump
8. Connect the long condensate line to check valve connected to pump. Route condensate line to desired drain. **NOTE:** Condensate pump can pump up vertically to approximately 3 metres. Alternatively the condensate pump can pump on a horizontal incline up to 4.5 metres. After this the condensate line must flow down to drain without any additional loops or horizontal rise.





## Display Board



## Operating Instructions

### 1. ON/OFF Control


ON/OFF

Plug the unit in and the display will show the current room relative humidity. Press the on/off button, and the machine will beep twice indicating it is ready for automatic service. If the humidity is below setpoint, it will remain in standby condition. The on/off led will flash indicating the unit is in standby mode. If the humidity is above setpoint, the unit will turn on and begin to remove moisture from the room. The on/off led will be in constant on mode while the dehumidifier is in on mode.

Press the on/off button again, and a single beep will indicate that the unit is turning off. No room conditioning will occur until the unit is turned on again. The on/off LED will be turned off.

## 2. Setting the Humidity Level



Press the **SET** setpoint button to set indoor humidity. The humidity display  will shift from displaying the actual room humidity level to the current setpoint. The humidity can be in 1% increments from 36-90%. Pressing the SET button increases the setpoint by 1% until you reach 90%, then rolls over to "CO" (continuous operation) and increases from there.



## 3. Time **TIME**

Used to adjust the filter replacement time (selection of 60 days or 75 days).

# Maintenance

**WARNING:** 220 Volts AC may cause serious injury from electric shock.

**Be sure the unit is powered off and unplugged or circuit breaker is turned off before removing front cover to service unit.**

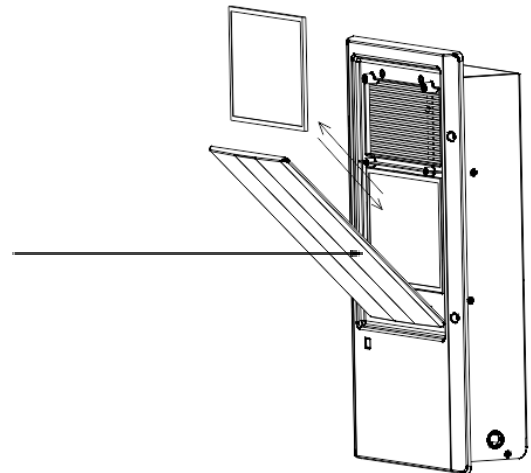
## 1. Unit Maintenance

Once a Month , Complete the Following

- Clean or change the reusable filter. Reset the filter maintenance light.
- Lightly wipe or vacuum grill, and coil fins.
- Spray coils with self-rinsing, foaming coil cleaner.
- Check the airways and drain hose to make sure they are unblocked.

## 2. Filter Maintenance Reminder

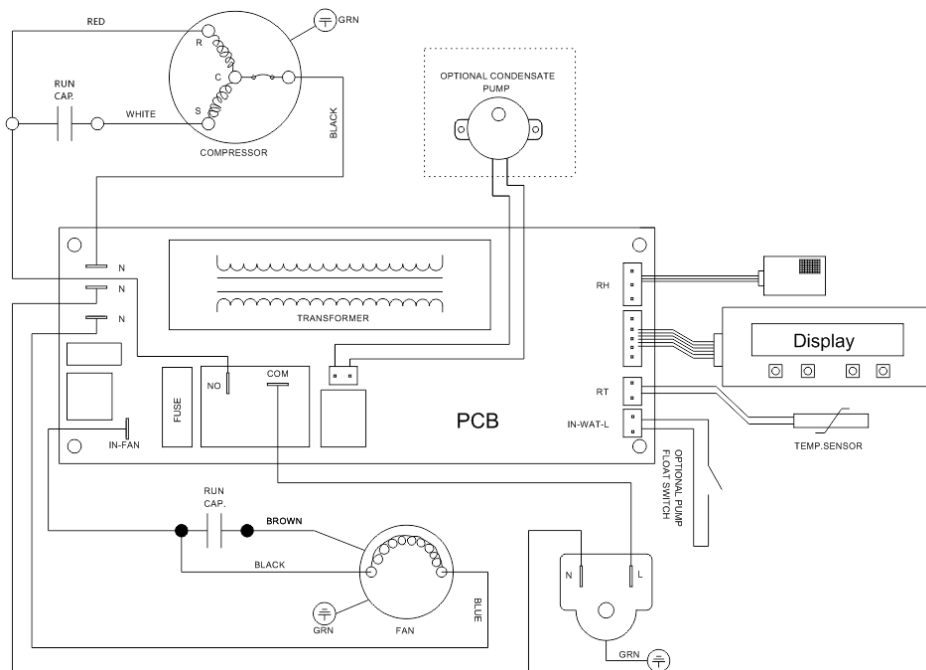
- When the filter maintenance red light on the front panel lights up, remove the front panel and wash or replace filter as necessary. Light is off during normal operation
- After the filter replacement is completed, press the filter reminder reset button to reset the filter replacement time.



### 3. Drain Maintenance

- Mix a 180 ml solution of vinegar (60 ml vinegar + 120ml water)
- Remove diffuser and filter from the face plate so you have access to the drain tray
- Disconnect power to the unit.
- Pour the cleaning solution into the drain tray at the base of the coils. If any cleaning solution gets into the coils, flush with water.
- Allow solution to soak for 15 minutes.
- Reconnect unit to power.
- Pour in 355ml of clean water to flush out the drain line. If optional pump is installed, it should cycle twice.

## Wiring Schematic



## Troubleshooting

Symptom	Cause	Solution
<b>Display is Blank</b>	Poor Connection	Verify that both ends of the power cord are plugged in
	Power Outage	Reset power
<b>Loud Noise</b>	Machine is not level	Reposition unit so it is level
	Filter jammed	Replace filter
	Machine not supported by blocking	Blocking is required
	Unit not Installed with 4 screws or poor quality screws	Unit MUST be installed with 4 screws
	Machine is Touching/rubbing an Unrelated Item	Isolate items to eliminate noise/vibration
<b>No Airflow</b>	Filter is Dirty	Clean the filter
	Air Inlet or Outlet is Blocked	Clear the blockage
<b>Error Code: E1</b>	Humidity Sensor or Communication Error	Check to ensure that the sensor wire is connected at both ends. if no issues are visible, the sensor may be faulty.
<b>Error Code: E4</b>	Problem with Pump	Verify that the pump is properly installed and functioning. If so, unplug the unit for two minutes, then restart.
<b>Error Code: LO</b>	Room Temperature is below 0.5°C	Increase the room temperature so it is within operating range (above 0.5°C). If error still displays, check sensor.
<b>Error Code: HI</b>	Room Temperature is above 41°C	Decrease the room temperature so it is within operating range (below 41°C). If error still displays, check the sensor

# Warranty

1. IXL / Innovative Dehumidifier Systems products come with guarantees that do not exclude the following consumer entitlements under the Australian and New Zealand Consumer Law:
  - a. replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage; and
  - b. to have the goods repaired or replaced if goods fail to be of acceptable quality and the failure does not amount to a major failure.
2. IXL Home warrants that your product and related supply will be free from defects in materials and workmanship during the warranty term. Your in home warranty term is five years, commencing from the date of purchase. IXL Home acknowledges this product requires professional installation and product removal is hazardous to consumers, accordingly any necessary inspections and services will be carried out on site. You should not attempt de-installation.
3. Subject to Point 1, IXL Home will repair any defects in materials and workmanship during the warranty term and if the product is deemed irreparable provide a replacement of an equivalent current model where the balance of the warranty period from the original date of purchase will take effect.
4. To the fullest extent permitted by law and subject always to Point 1, IXL Home will not be liable for:
  - a. any loss or damage arising from loss of use, loss of profits or revenue; or
  - b. for any indirect or consequential loss or damage resulting from any breach of this warranty against defects.
5. Defective IXL / Innovative Dehumidifier Systems products may be repaired using refurbished parts or if required, completely replaced by a refurbished product of the same type.
6. If your product is found to be damaged upon unpacking, please do not install. Contact IXL Customer care (refer to page 18 for contact details).

## Limitations to Your IXL Warranty

7. Subject to Point 1, this Warranty:
  - a. will only be provided to the original purchaser where the original purchase was made from a IXL Home Authorised Dealer or Reseller and proof of such purchase can be presented at the time of service;
  - b. only applies to IXL / Innovative Dehumidifier Systems products purchased in Australia and New Zealand from a IXL Home Authorised Dealer or Reseller and installed by a qualified person where a Certificate of Compliance in accordance with Country/State/Territory laws is provided;
  - c. will not apply where the defect in or failure of the product is attributable to misuse, abuse, accident or non-observation of the manufacturer's instructions. This product must be used in accordance with the manufacturer's instructions;
  - d. will not cover faults due to normal wear and tear with reasonable use nor consumable components such as filters, etc;
  - e. will not cover any damages or problems caused to this product by natural forces eg. corrosion, storm, fire, food, and earthquake; or by intrusion or accumulation (or both) of foreign matters eg. dust, soil, and moisture. IXL Home recommends that you take out appropriate insurances to protect your product to this end;
  - f. will not apply if this product is installed in a mobile dwelling eg. caravan or boat;
  - g. will not apply if this product is removed from the location where it was first installed;
  - h. is immediately void if the serial or model number label is removed or defaced;
  - i. is immediately void if the product is serviced or repaired by a unauthorised/unqualified personnel;
  - j. covers use of this product for domestic use only;
  - k. will not be restarted or extended upon repair or replacement of the product or a part.
  - l. This does not apply to Optional condensate pump, which has a 1 year warranty. The Optional exterior sleeve is also excluded from the 5 year warranty.
  - m. Lack of proper maintenance voids this warranty.

### **How to make a Claim under Your IXL Warranty**

8. To make a claim under this warranty you will need to:
  - a. contact IXL Customer service to provide details and register your claim enabling an assessment.
  - b. submit proof of purchase with your claim eg. tax invoice or purchase receipt;
  - c. where a property has been constructed by a builder/developer and it is fitted with IXL products, please submit proof of purchase by way of the certificate of occupancy, with your claim.
9. IXL Home will contact you to make arrangements for service on site.
10. Subject to Point 1, you will be responsible for any costs relating to the provision of your product to a IXL Home Authorised Service Dealer.
11. Subject to Point 1, in the event you live more than 50 km from a IXL Home Authorised Service Dealer you may be subject to travel or transport costs to facilitate the repairing or replacement of your IXL product.
12. IXL Home and its Authorised Service Dealers reserve the right to seek reimbursement of any costs incurred by them should your IXL product be found to be in good working order.

### **Privacy**

The privacy of your personal information has always been important to us. To learn more about what we collect, keep and use your personal information, please obtain a copy of our privacy statement by visiting our website or by contacting us via email.

## Warranty Registration

Visit IXL Home website below to register your warranty details online.

### Australia

[www.ixlappliances.com.au/warranty](http://www.ixlappliances.com.au/warranty)

### New Zealand

[www.ixlappliances.co.nz/warranty](http://www.ixlappliances.co.nz/warranty)

For comments, questions or warranty matters:

### IXL Home Pty Ltd

#### Australia

Free Call: 1300 727 421

[service@ixl.com.au](mailto:service@ixl.com.au)

[www.ixlappliances.com.au](http://www.ixlappliances.com.au)

#### New Zealand

Free Call: 0800 727 421

[service@ixlappliances.co.nz](mailto:service@ixlappliances.co.nz)

[www.ixlappliances.co.nz](http://www.ixlappliances.co.nz)

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Approved by the appropriate electrical supply authorities.

Whilst every effort is made to provide current information at the time this manual was produced, continuing product improvements mean the enclosed specifications, images and literature may differ from what is currently available.