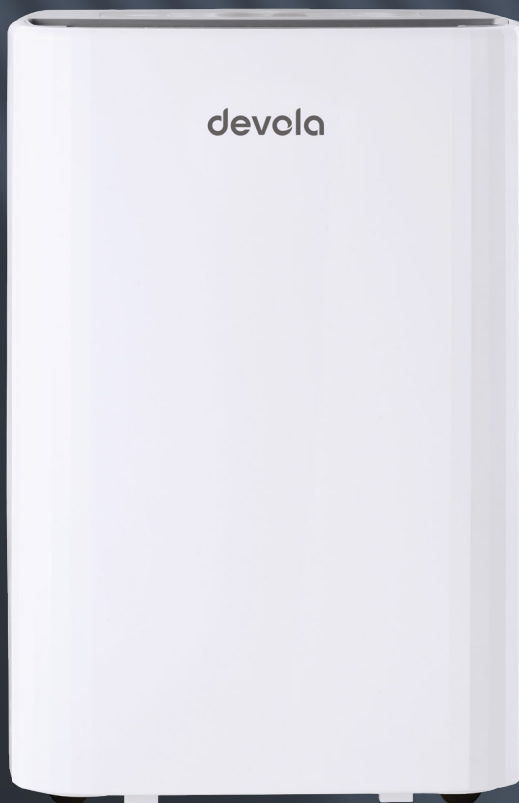


devola

Comfortable living everyday



Platinum 12L and 20L Compressor Dehumidifier

Instruction Manual

devola.co.uk

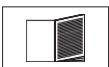
Thank you for choosing Devola

Congratulations on the purchase of your new Devola product. Please read the following instructions carefully and follow them to prevent possible damages. We assume no liability for damage caused by disregard of the instructions and improper use.

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Safety information



Please read the USER MANUAL carefully before operation

Product information

This dehumidifier is designed to effectively extract excess moisture from the air. By lowering the relative humidity, it helps safeguard buildings and their contents from the detrimental effects of high humidity levels, preventing potential damage to both structure and belongings.

For its cooling process, the dehumidifier utilises the environmentally friendly refrigerant R290. This natural refrigerant has zero ozone depletion potential (ODP) and an exceptionally low global warming potential (GWP), making it a sustainable choice. Furthermore, R290 is globally available and boasts impressive energy efficiency, making it ideally suited for this application. However, due to its high flammability, special safety precautions must be observed when handling this refrigerant.

Safety instructions

- **Use this dehumidifier only as described in this manual.** Any other use may result in fire, electrical shock, or injury. This will also invalidate the warranty.
- **Children aged 8 years and older** and individuals with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, may use the appliance only if they have received proper supervision or instruction on how to use it safely, and understand the associated hazards. **Children should not play with the appliance.** Cleaning and maintenance must not be conducted by children without adult supervision.
- **Always securely plug the dehumidifier directly into a wall socket.** Avoid using an extension cord unless absolutely necessary.
- **Always disconnect the power supply** when the dehumidifier is not in use.
- **Do not operate the dehumidifier if the power cord is damaged**, as this may present a risk of fire or electrical hazards. Contact the manufacturer immediately for assistance.
- **Ensure the dehumidifier is operated upright** on a stable surface to prevent injury. Upon first use, allow the dehumidifier to remain upright for 6 hours to allow the refrigerant gas to settle.
- **Store the dehumidifier in a well-ventilated area** where the room size corresponds to the recommended space for safe operation.
- **Do not operate the dehumidifier in standing water** or while handling it with wet hands, as this could result in electrical shock or injury.
- **Do not use the dehumidifier outdoors or near water sources** such as baths, hot tubs, or swimming pools. If the dehumidifier becomes wet, ensure it is thoroughly dried before resuming use.
- **Never cover the dehumidifier during operation.** Ensure there is sufficient space around the dehumidifier to allow for proper airflow. Failure to maintain adequate space can cause the dehumidifier to overheat, creating a fire or electrical hazard.
- **Do not attempt to repair or modify the dehumidifier.** Unauthorized repairs may result in injury and will void the warranty.

- **Only use recommended methods for defrosting and cleaning.** Do not attempt to accelerate these processes using unapproved methods.
- **Store the appliance in a room free from continuous sources of heat,** such as open flames, operating gas appliances, or electric heaters.
- **This dehumidifier is designed for residential and light office use only.** It is not suitable for commercial, industrial, or construction environments such as building sites.
- **Avoid continuous use.** Although the dehumidifier includes a continuous drainage option for convenience, it is not designed for continuous or 24/7 operation. The compressor must cycle off regularly to avoid overheating and premature wear. Extended or uninterrupted use can reduce performance and lifespan.
- **Ensure the power plug is fully inserted into the socket** and that the power cord is not damaged. Do not use the dehumidifier if the cord is frayed or showing signs of wear.
- **This dehumidifier is designed exclusively for use with R-290 (Propane) gas** as the specified refrigerant.
- **The refrigerant loop is sealed.** Only a qualified technician should attempt any servicing or repairs, as recommended by the equipment manufacturer.
- **Do not discharge refrigerant into the atmosphere.** R-290 (Propane) is flammable and heavier than air, which can increase the risk of combustion in confined spaces.
- **If Propane gas is detected or even suspected, do not attempt to identify the source yourself.** Immediately contact the equipment manufacturer for guidance.
- **Note that the R-290 gas used in this dehumidifier is odorless.** The absence of a smell does not indicate that gas is present, so always remain cautious.
- **In the event of a refrigerant leak, immediately evacuate all individuals from the area.** Ventilate the space by opening windows and doors, and contact your local fire department, informing them of a Propane leak.
- **Do not allow anyone to re-enter the area until a qualified service technician has confirmed that it is safe to do so.** It is crucial that safety checks are made before returning to the area.
- **Under no circumstances should open flames, cigarettes, or other potential ignition sources** be used inside or near the vicinity of the dehumidifier. These can ignite Propane gas, creating a serious fire hazard.
- **If the dehumidifier is damaged, do not use it.** Immediately contact the manufacturer for further instructions and support.

Warning

Failure to follow these instructions could lead to severe consequences, including explosion, property damage, injury, or even death.

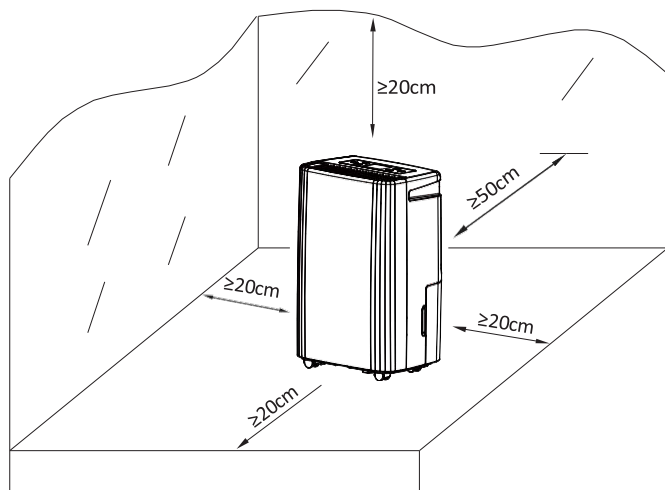
Any individual working on or accessing the refrigerant circuit must possess a valid certification from an industry-accredited authority. This certification ensures that the person is qualified to handle refrigerants safely, in accordance with recognized industry standards, and as recommended by the manufacturer.

Service and maintenance should only be performed as per the manufacturer's recommendations. Unauthorized servicing or modifications may pose serious risks and will invalidate any warranties.



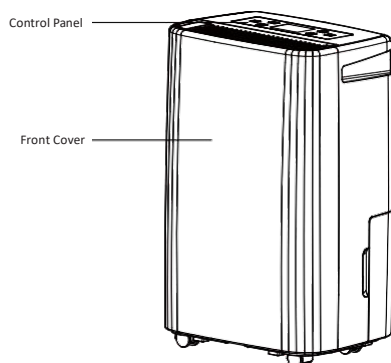
This dehumidifier uses a flammable refrigerant. If refrigerant leaks and comes in contact with fire or heating part, it will create harmful gas and there is risk of fire.

Before using your dehumidifier

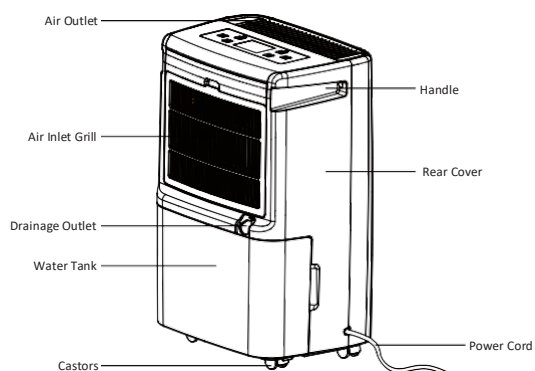


- Place the dehumidifier in an upright position on a stable, level surface.
- Ensure that the back of the dehumidifier is positioned at least 50 cm away from any wall or furniture to allow proper airflow.
- Ensure the power supply matches the voltage specified on the nameplate. The power outlet must be properly grounded.
- Make sure the water tank is correctly fitted. If the tank is full or not properly in place, the "Tank Full" indicator will illuminate, and the dehumidifier will stop operating.

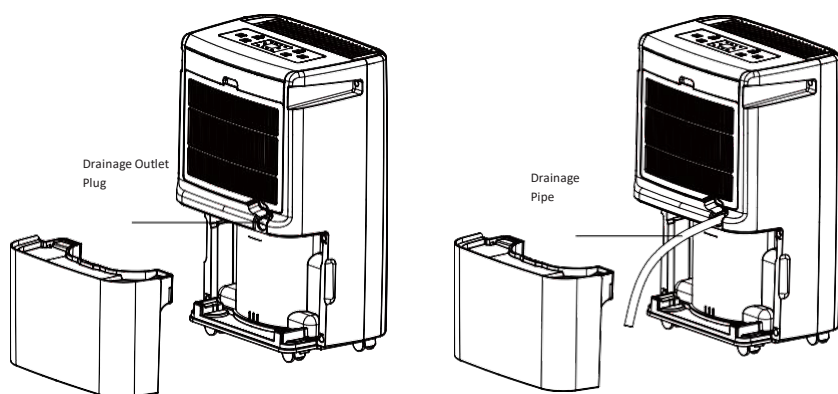
Front view



Rear view



Water tank

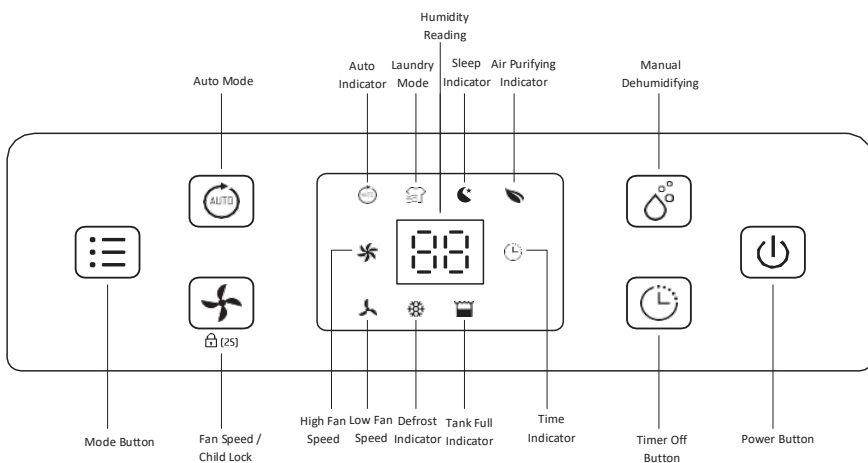


Continuous drainage

By default, water is collected in the tank. To use continuous drainage:

1. Remove the drainage outlet plug.
2. Attach a drainage pipe with a 14mm inner diameter to the water outlet.
3. To ensure proper drainage:
 - o The pipe must run downhill to allow gravity flow.
 - o Make sure the pipe is not kinked, bent, or blocked at any point.

Control panel



Securely connect the power supply to a wall socket. The machine will enter into standby mode with a "beeping" sound.

Switch on / switch off the dehumidifier



Press the power button once to turn on the dehumidifier. It will start in the default mode: manual continuous dehumidification with high fan speed

Press the power button to turn off the dehumidifier. It will continue running for a short period of time to blow out any hot air.

Auto shut-off timer function



Press the Timer button to select your desired shut-off time, ranging from 00h to 24h. Each press cycles through the available options. Select 00h to cancel the timer.

Auto timer off setting will be cancelled when the button is pressed two times.

Auto timer off setting will be cancelled if the dehumidifier is turned off.

Manual dehumidifying mode



Press the Manual button to cycle through and select your desired target humidity level: CO, 30%, 35%, 40%, 45%, 50%, 55%, 60%, 65%, 70%, 75%, or 80%.

CO (Continuous Operation) means the dehumidifier will run continuously, regardless of the ambient humidity level.

When Manual mode is selected, all control buttons on the dehumidifier are active and can be adjusted as needed

Fan speed option



Press the Fan Speed button to select your preferred setting: Low or High, depending on your needs and room conditions.

The Fan Speed button is disabled in Laundry Drying, Auto, and Defrost modes. In these modes, the dehumidifier automatically selects the optimal fan speed and does not allow manual adjustment.

Auto dehumidifying function

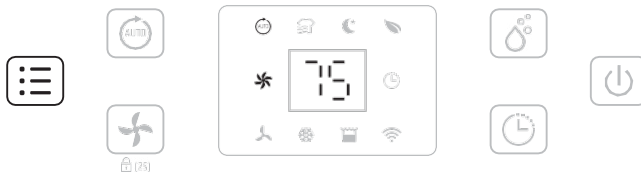


Press the Auto button to activate Auto Dehumidifying Mode. In this mode, the dehumidifier automatically adjusts its operation based on the detected ambient humidity level.

Ambient RH% detected	Compressor	Fan Speed Level
$RH\% > 65\%$	Working	High
$55 \leq RH\% \leq 65$	Working	Low
$RH\% < 55\%$	Stop working	Low

Operating mode

Auto Mode



Press the Mode button once to select Auto Mode. This is a smart operating mode that automatically regulates the dehumidifier's performance based on the room's current humidity level and the user's target setting. The goal is to maintain optimal humidity while saving energy and minimizing noise.

The Fan Speed button is disabled during this mode.

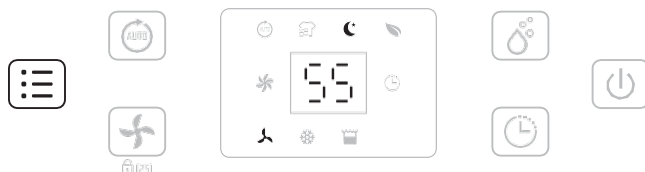
Laundry Drying Mode



In this mode, the dehumidifier runs continuously at high fan speed for 6 hours, providing rapid moisture removal for drying clothes. After 6 hours, the unit will automatically shut off to prevent overuse.

The Fan Speed button is disabled during this mode.

Sleep Mode



Press the Mode button three times to activate Sleep Mode. The dehumidifier will maintain a preset humidity level of 55% and operate at low fan speed. All indicator lights will turn off 5 seconds after the setting is confirmed to ensure a dark, sleep-friendly environment. Touch any button to briefly reactivate the display and make further adjustments as needed.

- 💬 The Fan Speed button is disabled during this mode
- 💬 If inactive for 30 seconds, the lights turn off automatically.
- 💬 When the water tank becomes full in Sleep Mode, the Water Full indicator will remain illuminated.

Air Purifying Mode



Press the Mode button four times to activate Air Purifying Mode. The unit operates at high fan speed without dehumidification.

Safety childlock function



Press and hold the Fan Speed button for 2 seconds to lock all buttons, confirmed by a beep. Repeat the same action to unlock.

- 💬 The safety child lock function can be activated both in standby mode and during operation.

Low temperature defrost mode



When the ambient temperature is too low, the dehumidifier enters Defrost Mode, operating the fan at high speed without dehumidifying.

💬 The Fan Speed button is disabled during this mode.

Auto shut off with water tank full indicator



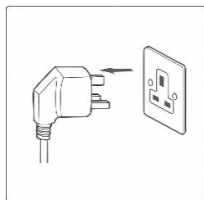
The dehumidifier will enter standby mode when the water tank is full or not installed correctly. Once the tank is emptied or properly reinstalled, the dehumidifier will automatically resume its previous operating mode.

Memory function

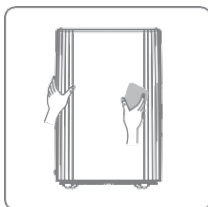
- If the dehumidifier is unplugged or there is a power outage, it will resume the previous mode once power is restored. The timer setting will be retained.
- If you turn off the dehumidifier using the power button and then turn it back on, it will resume the previous mode. However, the timer setting will be cleared.
- If you switch off the dehumidifier and unplug the power cord, then reconnect and turn it back on, the dehumidifier will start in its original factory default mode, as it was when first received.

When used regularly, the washable dust filter may become clogged with dust and particles. The dust filter should be cleaned at least every two weeks. Failure to maintain your dehumidifier may invalidate the warranty. Follow these steps:

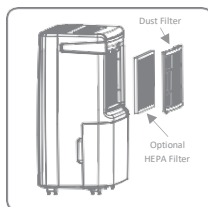
Cleaning



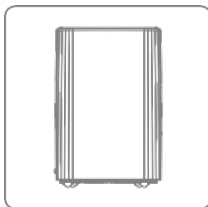
1. Switch the device off and remove the plug from the socket before cleaning.



2. Clean the housing with soft, dry cloth. If the device is extremely dirty, use a mild cleaning agent. Wipe the dehumidifier with a slightly damp cloth. Never spray the device with water.



3. Remove the washable dust filter, clean the dust filter with a vacuum cleaner or soapy water no hotter than 40°C. The optional HEPA filter should NOT be cleaned. Please read the **REPLACING THE (OPTIONAL) HEPA FILTER** page for more information.



4. Rinse and dry the dust filter completely before installing back into the device.

Replacing the (optional) HEPA filter

Your dehumidifier comes with one HEPA filter pre-installed. For general use, the HEPA filter typically lasts 3 to 6 months, or should be replaced when it begins to turn grey.

HEPA filters are not washable or reusable. Cleaning is not recommended, as it may damage the HEPA filter and reduce its effectiveness.

Replacement HEPA filters are available for purchase at www.devola.co.uk.

Important: Always unplug the dehumidifier before performing any maintenance.

- The HEPA filter is located at the back of the dehumidifier, behind the dust filter.
- Gently remove the dust cover from the dehumidifier.
- Use the tab to remove the HEPA filter and dispose. Please note that HEPA filters are not recyclable.
- Replace it with a compatible HEPA filter for your specific model.
- Carefully slide the new HEPA filter back into its original position.
- Make sure it's fitted securely and aligned properly.
- Replace the dust cover.
- Plug the dehumidifier back in.
- Turn the dehumidifier on and resume normal operation.

Head over to our YouTube channel to watch the step-by-step guide on how to change the HEPA filter.



Storage

Take the following steps if the dehumidifier is not expected to be used for a long period of time:

1. Remove the plug from the socket and empty the tank, make sure the tank and the dehumidifier are completely dry (this may take a couple of days to fully dry).
2. Clean the washable dust filter. (do not clean the HEPA filter)
3. Check the dehumidifier for perfect condition to ensure safe use after prolonged storage.
4. Pack the dehumidifier with the suitable packaging.
5. Store the dehumidifier in a dust-free location and out of direct sunlight, preferably covered with a sheet of plastic.

IMPORTANT NOTICE

Any servicing, repairs or maintenance must be carried out by a qualified or recommended engineer/servicer.
DO NOT attempt to service yourself as this can cause various risks.

If you need any additional information, help or support please contact the Devola support team.

Releasing refrigerant into atmosphere is strictly forbidden!

Check the following before contacting technical support.

Problem	Possible cause	Solution
The dehumidifier does not work	The power is not connected	Insert the plug into the wall outlet and/or check the fuse
	The water tank is full	Empty the tank
	The tank has not been replaced correctly	Correctly insert the tank
Water removal capacity is too low	The dehumidifier has not been run for long enough	Allow more time for the dehumidifier to collect moisture
	Ambient temperature or humidity is too low	It is normal that the device does not dehumidify in these conditions, particularly in cold weather
The device works, but reduces the relative humidity insufficiently	The room is too big	We recommend using a dehumidifier with a greater capacity
	There is too much ventilation	Reduce ventilation (e.g. close windows and shut doors)
	The dust filter is clogged	Clean the dust filter
	Set humidity is higher than the ambient humidity	Set the humidity lower than ambient humidity
Dehumidifier is blowing out warm air	The dried air is passed over heating coils before it is blown into the room as part of the dehumidifying process	This is normal, a dehumidifier is not an air cooler
The display is not showing the humidity set point	The display shows the room relative humidity not the set point	Press the up or down button once to see the target relative humidity
Water on floor	There is residual water in the dehumidifier	Be careful when moving the tank
The dehumidifier is noisy	The dust filter is blocked or the device is on an uneven surface	Clean the dust or put the device on a flat surface

Display error codes

Display Code	E1	E2	L3	L4
Error	Temperature sensor error	Humidity sensor error	Air inlet temperature is too high >42°C	Air inlet temperature is too low <0°C
Display	L1 will flash intermittently	L2 will flash intermittently	L3 will flash intermittently	L4 will flash intermittently
What is happening	Dehumidifier works normally	Machine works normally, but can't set the humidity	The compressor stops working while the fan continues to operate at low speed. After approximately 10 minutes, if the temperature drops below 40°C, the machine resumes normal operation.	The compressor stops working while the fan continues to operate at low speed. After approximately 10 minutes, if the temperature rises above 2°C, the machine resumes normal operation.

General FAQs

What is a dehumidifier used for?

It helps reduce excess moisture in the air, preventing issues like condensation, mould, mildew, and damp smells.

How does a dehumidifier work?

It draws in humid air, removes moisture by cooling it, and releases dry air back into the room. The collected water is stored in a tank or drained via a hose.

Where should I use a dehumidifier?

Anywhere with high humidity – common areas include bedrooms, basements, kitchens, bathrooms, laundry rooms, or conservatories.

How often do I need to empty the tank?

This varies depending on humidity levels and the tank size. In damp conditions, it might need emptying daily. Some models offer continuous drainage.

Can I leave my dehumidifier on all day?

Yes – many are designed for continuous operation and have auto shut-off features when the tank is full or the desired humidity level is reached. Note, the compressor must cycle off regularly to avoid overheating and premature wear. Extended or uninterrupted use can reduce performance and lifespan.

Do dehumidifiers need maintenance?

Yes – regular maintenance includes emptying the tank, cleaning the dust filter, and wiping down the dehumidifier to keep it running efficiently.

Extend your Devola warranty for free

Register your product within 30 days of purchase

When you register your Devola product on our website within 30 days of purchase, we'll extend your standard manufacturer's warranty by an additional 12 months from the point of purchase – completely free of charge.

Register on the Devola website using the QR code below



If your product develops a fault within the warranty period, we'll either:

- Repair it at no extra cost
- Replace it with a new or refurbished dehumidifier of similar condition
- Cover any necessary postage costs

Please note:

- The warranty does not cover issues caused by general wear and tear, improper use, or damage not resulting from defects in materials or workmanship.
- Tampering with or opening the product will void your warranty.

If something goes wrong, get in touch with our **Customer Care Team** first. They'll guide you through the warranty process and ensure things are resolved smoothly

**UK
CA**

Recycle unwanted materials instead of disposing of them.
All appliances and packaging should be sorted and tendered
at a regional recycling centre and be processed in an
environmentally friendly manner.

Product registration.

Register your warranty online
within 30 days of purchase.

www.devola.co.uk/warranty

Technical details.



Support.

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