

# Owner's Manual — Phoenix 270HTx

## Installation, Operation & Service Instructions

### Read and Save These Instructions

The Phoenix 270HTx is one of the most effective and versatile drying devices available. The Phoenix 270HTx features more water removal (161 pints per day@AHAM) and higher grain depression than other refrigerant dehumidifiers, while drawing only 8.9 amps of electricity.

The 270HTx features Phoenix's patented bypass design, which is now enhanced to compensate for temperature automatically. By sensing and adjusting to temperature changes in the drying chamber, the 270HTx maximizes water removal over an extended operating range without the need for manual adjustments.

At higher temperatures, where typical LGRs lose effectiveness, the Phoenix 270HTx automatically adjusts to continue removing moisture. This offers several advantages to the restorer, including faster evaporation rates, quicker drying, and elimination of the need to remove or modify equipment for temperature control.

#### The Phoenix 270HTx LGR, High Capacity Dehumidifier

- **Automatic Bypass Technology** – Patented technology automatically adjusts for temperature variation, increasing performance over a wider operating range.
- **High Capacity** - Removes 161 pints per day at AHAM
- **8.9 amps** - Removes over 6.5 pints/kWh.
- **R-410A Refrigerant**
- **More Grain Depression** - Drier air from an LGR finishes jobs quicker versus a conventional refrigerant dehumidifier.
- **Focused Airflow** - Patented focused outlet directs air downward across the wet surface.
- **Motorized Impeller** - 380 CFM; Faster drying and superior static pressure for ducting.
- **Multiple Ducting Options** - 12" intake, 10" exhaust.
- **Solid State Controls** - Easy to read and operate.
- **Recessed 12" Wheels** - Allows greater maneuverability on the job site and efficient storage. Rolls over obstacles with ease.
- **MERV-11 Pleated Media Air Filter**



Phoenix 270HTx  
 Part No. 4028600  
 Patent 7,246,503  
 8,347,640

TS-584

Specifications subject to change without notice. 05/17 Rev. B



[www.youtube.com/user/usephoenix](http://www.youtube.com/user/usephoenix)

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Serial No. \_\_\_\_\_

Purchase Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Dealer's Name \_\_\_\_\_

*Read the operation and maintenance instructions carefully before using this unit. Proper adherence to these instructions is essential to obtain maximum benefit from your Phoenix 270HTx dehumidifier.*

## **WARNING**

- It is designed to be used **INDOORS ONLY**.
- If used in a wet area, plug it into a **GROUND FAULT INTERRUPTER**.

## **WARNING**

- **DO NOT** use the Phoenix 270HTx as a bench or table.
- It must always be used in the upright position.

## 1 Specifications

<b>Part No.</b>	4028600
<b>Power</b>	110-120 Vac, 8.9 amps
<b>Water Removal</b>	161 pints/day @ AHAM (80°F, 60%)
<b>Refrigerant Charge</b>	2 lbs. 1 oz. R410a
<b>Blower</b>	380 CFM Internal Condensate Pump with 20' lift, 30' vinyl hose
<b>Operating Range</b>	33°F to 125°F
<b>Filters</b>	16" x 20" x 2" Pleated Media MERV-11
<b>Duct Options</b>	Intake – 12" Flex-Duct Exhaust – 10" Lay-Flat
<b>Warranty</b>	Five years; First year 100% of Parts and Labor Second-fifth year 100% of Parts of sealed refrigeration system.
<b>Dimensions</b>	Width 20", Height 40", Depth 23"
<b>Weight</b>	130 lbs.

## 2 Operation

### 2.1 Transporting the Phoenix 270HTx

The Phoenix 270HTx must always be upright when transported by vehicle. It may be tipped on to its handle and back for loading and moving by hand.

### 2.2 Location

*Note the following precautions when locating the Phoenix 270HTx:*

- It is designed to be used **INDOORS ONLY**.
- If used in a wet area, plug it into a **GROUND FAULT INTERRUPTER**.
- **DO NOT** use the Phoenix 270HTx as a bench or table.
- It must always be used in the upright position.
- The air inlet on top & the side outlet must be at least 1 foot from walls and other obstructions to air flow.

## 2.3 Electrical Requirements

The Phoenix 270HTx plugs into a common grounded outlet on a 15 Amp circuit. It draws 8.9 Amps at 80°F, 60% RH. If used in a wet area, a ground fault interrupter (GFI) is required.

If an extension cord is required, it must have a minimum of 14 gauge conductors if 25 feet long or less and 12 gauge conductors if greater than 25 feet long.

## 2.4 Condensate Removal

The Phoenix 270HTx is equipped with an internal condensate pump to remove the water that is condensed during dehumidification. This allows the condensate to be pumped 30' with the attached hose. If the condensate must be pumped more than 20 feet above the unit, a second pump must be added to relay the condensate. If the pump fails and the unit must be used before it can be replaced, the condensate can be drained by gravity (see Sec. 4.9).

## 2.5 Ducting

A detachable rectangular exhaust collar is supplied that will allow 10" round lay-flat duct to be attached to the Phoenix 270HTx outlet.

To attach ducting to a collar, put the plastic duct end through the collar center and roll the duct end outward so that it overlaps the outside of the collar. The duct and collar may then be quickly attached to the Phoenix 270HTx by snapping the collar over the four screws at the blower outlet.

## 2.6 Power Button

Press the POWER button to turn the dehumidifier on or off. When starting the dehumidifier the display will show the accumulated hours. Press the POWER button again to turn the dehumidifier off. The display will also power off.

## 2.7 Pump Purge Button

During normal operation the pump automatically cycles every four minutes. Press the PURGE button to remove condensate manually from the reservoir. There are several ways to manually remove water from the reservoir:

1. Press the PURGE button once and the pump will run for 20 seconds
2. Press and hold the PURGE button and the pump will run for up to 30 seconds
3. Press the PURGE button while the dehumidifier is powered off and the pump will run for 30 seconds.

Always manually purge the water reservoir before transport or storage. Turn off the power and allow the plugged in dehumidifier to rest 15 minutes before the final purge.

## 2.8 Hour Meter

The digital hour meter displays the amount of time the dehumidifier has been turned on to the tenth of an hour. The hour meter continuously cycles between total machine hours and job hours every 3 seconds. Hours are stored in memory even when the unit is unplugged. The previous totals will be displayed next time the unit is powered on.

## 2.9 HOURS Button

Pressing the HOURS button displays the hour meter when the unit is turned off but plugged into power. To reset job hours, press and hold the HOURS button for 5 seconds when the unit is operating.

## 2.10 DEFROST Light

The DEFROST light turns on when the unit is in defrost mode indicating when the compressor is off.

**DRYING TIP:** Air's ability to absorb moisture from wet surroundings and the Phoenix 270HTx's ability to remove moisture from that air is greatly improved at higher temperatures. We recommend that the area to be dried be heated to over 70 °F if possible. Less drying time will be required and efficiency will improve.

## 2.11 Low Pressure Protection

If the low side refrigerant drops into a low pressure situation that may harm the compressor, the solid state controls will sense the refrigerant conditions and shut off the compressor until the system automatically resets itself.

The solid state control monitors and compares the ambient temperature and refrigerant conditions to ensure the system is protecting compressor at all times. The control protects the compressor from damage by monitoring cycles, pressures, and system performance.

## 2.12 Defrost Cycle

If the evaporator coil temperature drops below the defrost set point, due to excessive frost formation on the coil, the thermistor activates the solid state control and the defrost light. The control cycles the compressor "off" and "on" by monitoring thermistor temperature. The air mover will continue to run, causing air to flow through the evaporator coil. The air will melt the ice that formed on the evaporator.

When the coil temperature increases, the thermistor will end the defrost cycle restarting the compressor.

If the evaporator temperature does not reach the desired temperature, the compressor will start after 15 minutes. The system will start a timed defrost cycle. The timed defrost cycle ensures the unit will continue to remove water from the air in cool ambient conditions.

### 2.13 Automatic Bypass Control

The Phoenix 270HTX senses the ambient conditions during normal operations. The bypass door automatically moves into the correct position maximizing performance and efficiency depending on inlet conditions.

## 3 Maintenance

### 3.1 Air Filter

The Phoenix 270HTx is equipped with a pleated fabric air filter that must be checked regularly. The standard filter is a MERV-11 high efficiency filter. Operating the unit with a dirty filter will reduce the dehumidifier's capacity and efficiency and may cause the compressor to cycle off and on unnecessarily on the defrost control.

**IMPORTANT:** DO NOT operate the unit without the filter or with a less effective filter as the heat exchanger and coils inside the unit could become clogged and require disassembly to clean.

### 3.2 Storage and Freeze Protection

There are two issues to consider when the Phoenix 270HTx is stored between uses and both pertain to water trapped in the unit. The first is biological growth and the second is damage caused by freezing. The effects of the trapped water can be greatly reduced if precautions are taken to remove as much as possible before storage.

1. Use the pump PURGE button to reduce the water level in the reservoir.
2. Stretch the hose flat to drain it completely. Raise one end above your head and spool hose while draining water out the other end.
3. To reduce biological growth flush the unit with a bio-fungicide that is approved for use with copper, aluminum and polyethylene. To flush:
  - a. Run the hose to a drain.
  - b. Plug in the unit but do not turn it on.
  - c. Remove the air filter. Slowly pour a quart of the antimicrobial through the heat exchanger
  - d. Hold in the pump purge switch to reduce the water level in the reservoir.
  - e. Flush with water.

4. If the unit will be exposed to freezing temperatures, after purging, pull back the filter and pour 1 cup (8oz) of a propylene glycol based anti-freeze through the heat exchanger. It will flow down into the pump reservoir. Do NOT purge the solution out of the unit.
5. Dirty filters should be changed prior to long term storage to prevent biological growth on the filter.

## 4 Service

### ⚠ CAUTION

**CAUTION:** Servicing the Phoenix 270HTx with its high pressure refrigerant system and high voltage circuitry presents a health hazard which could result in death, serious bodily injury, and/or property damage. Only qualified service people should service this unit.

### ⚠ CAUTION

**CAUTION:** If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified person in order to avoid a hazard.

### 4.1 Technical Description

The Phoenix 270HTx uses a refrigeration system similar to an air conditioner's to remove heat and moisture from incoming air, and to add heat to the air that is discharged (see Fig. 2).

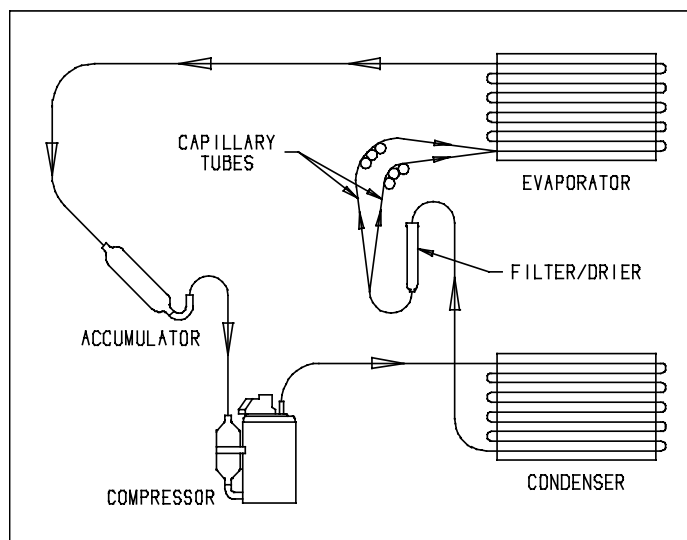


Figure 2: Refrigeration system

Hot, high pressure refrigerant gas is routed from the compressor to the condenser coil (see Figure 2). The refrigerant is cooled and condensed by giving up its heat to the air that is about to be discharged from the unit. The refrigerant liquid then passes through a filter/drier and capillary tubing which cause the refrigerant pressure and

temperature to drop. It next enters the evaporator coil where it absorbs heat from the incoming air and evaporates.

The evaporator operates in a flooded condition, which means that all the evaporator tubes contain liquid refrigerant during normal operation. A flooded evaporator should maintain constant pressure and temperature across the entire coil, from inlet to outlet.

The mixture of gas and liquid refrigerant enter the accumulator after leaving the evaporator coil. The accumulator prevents any liquid refrigerant from reaching the compressor. The compressor evacuates the cool refrigerant gas from the accumulator and compresses it to a high pressure and temperature to repeat the process.

## 4.2 Troubleshooting

**No dehumidification, neither hour meter display nor compressor run and POWER button does not turn ON.**

1. Unit unplugged or no power to outlet
2. Defective control board
3. Loose connection in internal wiring

**No dehumidification, neither hour meter display nor compressor run with POWER button ON.**

1. Defective control board
2. Loose connection in internal wiring

**Some dehumidification, air mover runs continuously but compressor only runs sporadically.**

1. Unit is in defrost cycle, DEFROST light on
2. Defrost thermistor defective
3. Loose connection in compressor circuit
4. Defective compressor overload
5. Defective compressor
6. Defective relay
7. Low refrigerant charge

**No dehumidification, air mover runs but compressor does not.**

1. Bad connection in compressor circuit
2. Safety float switch closed, check pump reservoir
3. Defective compressor capacitor
4. Defective compressor overload
5. Defective compressor
6. Defective control board
7. Low refrigerant charge

**Air mover does not run. Compressor runs briefly but cycles on and off.**

1. Loose connection in blower circuit

2. Obstruction prevents impeller rotation
3. Defective air mover
4. Defective control board.

**Unit removes some water but not as much as expected.**

1. Air temperature and/or humidity have dropped
2. Humidity meter and/or thermometer used are out of calibration
3. Unit has entered defrost cycle
4. Air filter dirty
5. Defective defrost thermistor
6. Low refrigerant charge
7. Air leak such as loose front cover
8. Defective compressor
9. Restrictive exhaust or inlet ducting
10. Thermistor connection detached from board

**Unit runs but does not pump water.**

1. Hose kinked or plugged
2. Pump motor defective
3. Pump check valve plugged
4. Bad connection in pump circuit
5. Hose disconnected internally
6. Defective control board

**Unit pumps water automatically but not when PURGE button is pushed.**

1. Bad connection in PURGE button circuit
2. Defective control board

**Evaporator coil frosted continuously, low dehumidifying capacity.**

1. Defrost thermistor defective
2. Low refrigerant charge

**Compressor runs with POWER button OFF.**

1. Defective relay
2. Defective control board
3. Upper housing not sealed to tower

**Bypass door remains open.**

1. Ambient temperature above set point.
2. Defective actuator.
3. Defective board.
4. Loose connection between board and actuator.

**Bypass door remains closed.**

1. Ambient temperature below set point.
2. Defective actuator.
3. Defective board.
4. Loose connection between board and actuator.
5. Loose temperature sensor connection.

### **4.3 Air Mover Replacement**

The blower has a PSC motor and internal thermal overload protection. If defective, the complete assembly must be replaced.

1. Unplug power cord
2. Remove the front cover
3. Remove the 5 screws attaching blower inlet ring
4. Remove the 4 screws mounting impeller to underside of base plate
5. Disconnect the blower leads
6. Reassemble the new blower using the above procedure in reverse

### **4.4 Thermistor Replacement**

The defrost thermistor is placed into the evaporator coil in a specific location to control the defrost cycle.

To replace thermistor:

1. Unplug the dehumidifier.
2. Remove the front and top covers.
3. Remove the control panel.
4. Remove the filter bracket and foam block.
5. Carefully pull back the foam strip above the evaporator.
6. Detach thermistor from control board.
7. Slide thermistor up out of the evaporator coil.
8. Carefully push new thermistor into opening left from old thermistor.
9. Route thermistor wire along previous path.
10. Reassemble thermistor and dehumidifier using the above procedure in reverse.

### **4.5 Condensate Pump Replacement**

The internal condensate pump removes water that collects in the reservoir.

To replace the condensate pump:

1. Unplug the unit
2. Remove the rear skidplate
3. Unplug the pump wires from the wire harness
4. Remove the condensate hose and the screw attaching the pump bracket to the base
5. Replace the pump, hose, wiring, bolts, and cover in the reverse order

### **4.6 Refrigerant Charging**

If the refrigerant charge is lost due to service or a leak, a new charge must be accurately weighed in. If any of the old charge is left in the system, it must be removed before weighing in the new charge. Refer to the unit nameplate for the correct charge weight and refrigerant type.

### **4.7 Compressor/Capacitor Replacement**

This compressor is equipped with a two terminal external overload, run capacitor, but no start capacitor.

### **4.8 Gravity Drain Option**

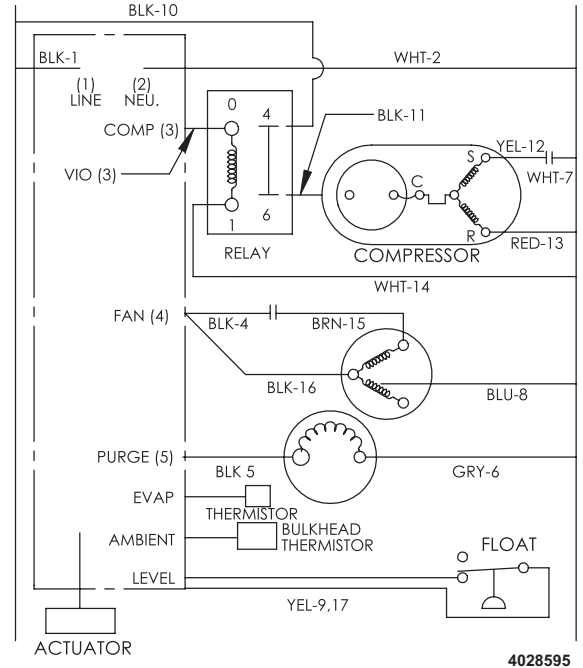
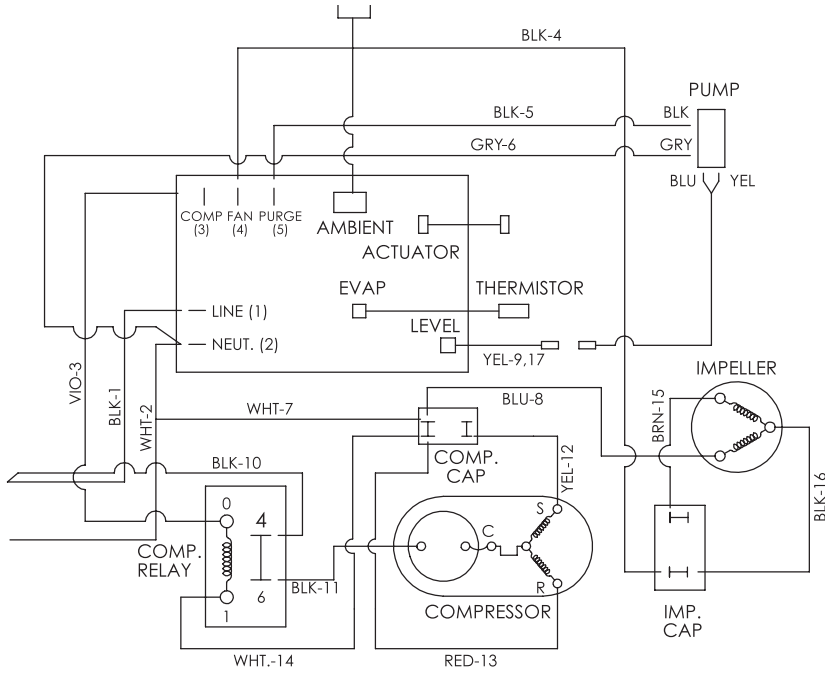
If the condensate pump fails and cannot be replaced immediately, the Phoenix 270HTx can be used by draining by gravity.

1. Unplug the unit and remove the front cover.
2. Push the plastic plug on the right side (see Fig. 4) out from inside the unit.
3. Locate the heavy vinyl hose that connects the drain pan to the condensate pump. Pull the end out of the pump.
4. Remove tie wrap holding drain tube to suction line.
5. Push that end of the vinyl hose through the hole in the right side.
6. Connect a garden hose and run it to a drain. Keep the hose as flat to the floor as possible to avoid air pockets that would hinder draining. Placing the unit on something above the floor will also improve draining.

### **4.9 Relay**

The contacts of the single pole, single throw relay complete the power circuit to the compressor. The contacts are closed when power is provided to the relay coil via the control board.

# 5 Wiring Diagram

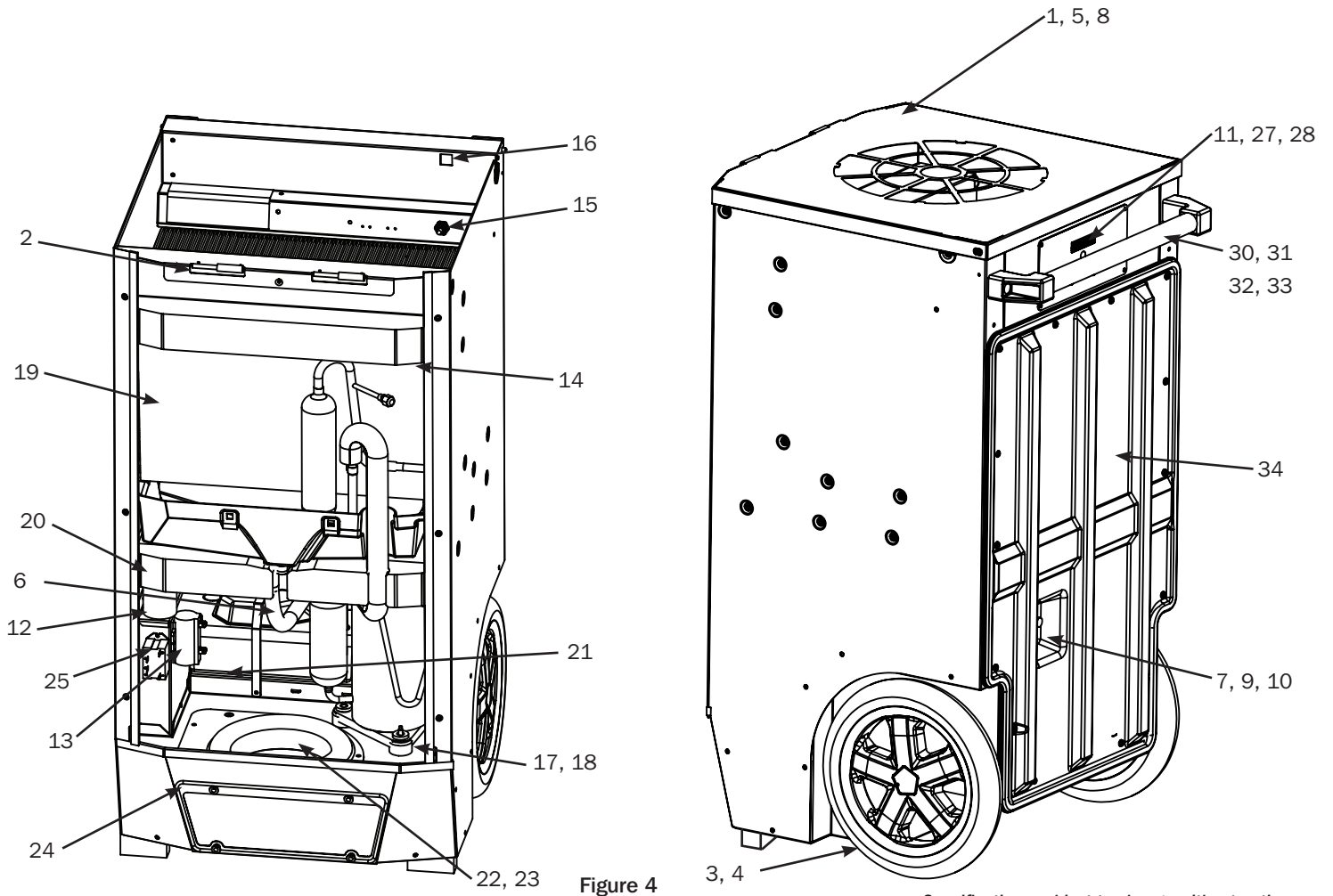


4028595

# 6 Service Parts

Item	Description	Qty	Part No.
1	Top Cover	1	4028583
2	Top Cover Hinge	2	4027267
3	Wheel 12" Gray	2	4026304
4	Cotter Pin 3/32"	1	1284404
5	Air Filter 1.75 x 15.5 x 19.5	1	4021475
6	Hose Plastic 0.62 ID x 28	1	4025708
7	Hose Plastic 0.38 ID	1	4021909
8	Hose Plastic 0.25ID x 33	1	4024916
9	Coupling Body 0.25 Tube	1	4024910
10	Coupling Insert 0.38 Tube	1	4023080
11	Control Board	1	4033671
12	Capacitor Compressor 55mfd 370V	1	4029606
13	Capacitor Impeller 15mfd 371V	1	4033031-07
14	Thermistor	1	4032644
15	Thermistor Bulkhead	1	4028581
16	Cord	1	4032315
17	Compressor 10.2KBTU R410a	1	4029176
18	Overload Compressor	1	4029177
19	Evaporator Coil	1	4028565

Item	Description	Qty	Part No.
20	Condenser Coil	1	4028566
21	Condensate Pump	1	4034496
22	Fan Motorized Impeller	1	4026657
23	Inlet Ring	1	4028564
24	Wire Duct Collar	1	4028593
25	Relay SPST 100/120V 25A	1	1970010
26	Filter Drier (not shown)	1	4029510
27	Actuator 12VDC	1	4028587
28	Adaptor Actuator	1	4028575
29	Wire Harness (not shown)	1	4028580
30	Handle	1	4026094
31	Bolt M10-1.5 X 35	2	1177792
32	Washer M10 X 30	2	4025517
33	Hex Lock Nut M10-1.5	2	1223780
34	Skid Panel	1	4035913



Specifications subject to change without notice.



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## Phoenix 270HTx Dehumidifier Limited Warranty

**Warrantor:**

Therma-Stor LLC  
4201 Lien Rd  
Madison, WI 53704  
1-800-533-7533

**Who Is Covered:** This warranty extends only to the original end-user of the Phoenix 270HTx dehumidifier, and may not be assigned or transferred.

**First Year Warranty:** Therma-Stor warrants that, for one (1) year the Phoenix 270HTx dehumidifier will operate free from any defects in materials and workmanship, or Therma-Stor will, at its option, repair or replace the defective part(s), free of any charge.

**Second Through Fifth Year Warranty:** Therma-Stor further warrants that for a period of five (5) years, the condenser, evaporator, and compressor of the Phoenix 270HTx dehumidifier will operate free of any defects in material or workmanship, or Therma-Stor, at its option, will repair or replace the defective part(s), provided that all labor and transportation charges for the part(s) shall be borne by the end-user.

**End-User Responsibilities:** Warranty service must be performed by a Servicer authorized by Therma-Stor. If the end-user is unable to locate or obtain warranty service from an authorized Servicer, he should call Therma-Stor at the above number and ask for the Therma-Stor Service Department., which will then arrange for covered warranty service. Warranty service will be performed during normal working hours.

The end-user must present proof of purchase (lease) upon request, by reasonable and reliable means. The end-user is responsible for normal care. This warranty does not cover any defect, malfunction, etc. resulting from misuse, abuse, lack of normal care, corrosion, freezing, tampering, modification, unauthorized or improper repair or installation, accident, acts of nature or any other cause beyond Therma-Stor' reasonable control.

**Limitations and Exclusions:** If any Phoenix 270HTx Dehumidifier part is repaired or replaced, the new part shall be warranted for only the remainder of the original warranty period applicable thereto (but all warranty periods will be extended by the period of time, if any, that the Phoenix 270HTx Dehumidifier is out of service while awaiting covered warranty service).

UPON THE EXPIRATION OF THE WRITTEN WARRANTY APPLICABLE TO THE Phoenix 270HTx DEHUMIDIFIER OR ANY PART THEREOF, ALL OTHER WARRANTIES IMPLIED BY LAW, INCLUDING MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL ALSO EXPIRE. ALL WARRANTIES MADE BY Therma-Stor ARE SET FORTH HEREIN, AND NO CLAIM MAY BE MADE AGAINST Therma-Stor BASED ON ANY ORAL WARRANTY. IN NO EVENT SHALL Therma-Stor, IN CONNECTION WITH THE SALE, INSTALLATION, USE, REPAIR OR REPLACEMENT OF ANY Phoenix 270HTx DEHUMIDIFIER OR PART THEREOF BE LIABLE UNDER ANY LEGAL THEORY FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES INCLUDING WITHOUT LIMITATION WATER DAMAGE (THE END-USER SHOULD TAKE PRECAUTIONS AGAINST SAME), LOST PROFITS, DELAY, OR LOSS OF USE OR DAMAGE TO ANY REAL OR PERSONAL PROPERTY.

Some states do not allow limitations on how long an implied warranty lasts, and some do not allow the exclusion or limitation of incidental or consequential damages, so one or both of these limitation may not apply to you.

**Legal Rights:** This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

