BREATHE HEALTHIER™

GeneralAire®

Wi-Fi Connectivity Issues Assessment Process

1. Is there Wi-Fi internet service at the location of the dehumidifier?
2. Check the Wi-Fi router firmware
   - Is it updated to the latest version?
   - Must be 2.4 GHz; NOT 5.0 GHz
3. Is there signal strength at the unit (minimum 30%)?
4. Is the Display Board operating?
   - What firmware version is the display board?

Must be 6.0 or Higher for Wi-Fi Connectivity.
Please view our "Display Board Program" on our website to upgrade your board:

1. **Go to GeneralAire.ca**
2. **Under PROGRAMS Tab**
3. **Click DISPLAY BOARD PROGRAM**

5. IOS/Android GeneralAire® Wi-Fi APP
   - Version – is it up-to-date?
6. Smart Phone
   - Age and IOS Version – is it up-to-date?
7. Misc. User Error / Issues
   - Is there something unusual about the installation location?
8. Environmental Issues
   - Weather, power outage, etc.
9. For additional assistance, call GFI.



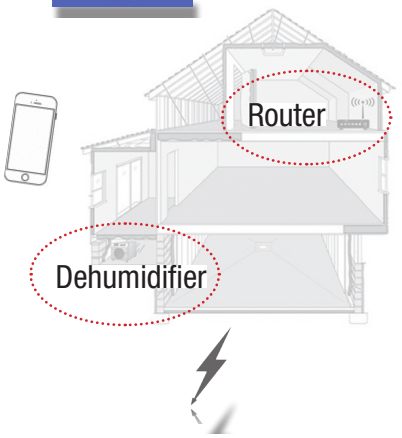


Smart Device

Dehumidifier
Example: 40%





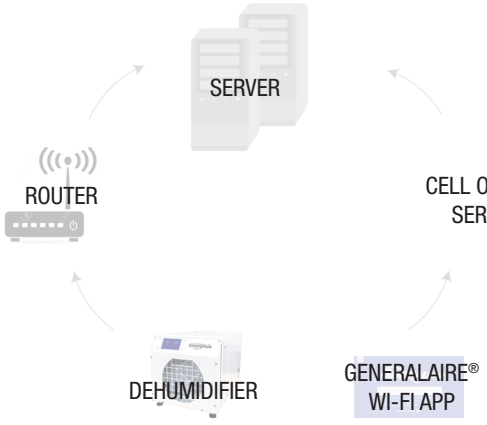


(248) 476-5100 X208

Your dehumidifier's Wi-Fi is no different than any other device that utilizes Wi-Fi: dependent on a variety of factors to work properly.

If you find the APP not working, your Wi-Fi/Internet Service may be temporarily down, the Server may be down, the Cell / Wi-Fi Provider's service may be down, or the Router may need rebooting.

Important: Be sure the 2.4 GHz Wi-Fi service option is selected when connecting the unit to your service.



Our Brands

GeneralAire Second Wind General

Last Updated: 06-2021

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BREATHE HEALTHIER™

Wi-Fi Connectivity
Quick Wi-Fi Connection Set-Up

Connecting Your Dehumidifier to the GeneralAire® Wi-Fi APP

1. First, turn your smart device to airplane mode. Then, only turn on Wi-Fi and connect to your Wi-Fi network (you will need your Wi-Fi network name and password). Your selected network must be 2.4 GHz Wi-Fi band.

   Once your smart device is connected to the internet, download the "**GeneralAire® Wi-Fi APP**" found in your smart device's APP Store or Google Play.



2. Next, turn on your dehumidifier. After the unit has finished "sampling the air", select "Settings". In Settings, select “Wi-Fi”, then “Scan”. Select the applicable network from the resulting network list (the DH75 & DH100 are NOT compatible with 5.0 GHz Wi-Fi band). Enter your Wi-Fi network password.

3. On your smart device, start the GeneralAire Wi-Fi APP and enter your dehumidifier's PIN on the login screen (found in the “Settings” menu). After entering the 6-digit PIN, you will receive a “successful connection” message. You are now connected and have the ability to control your dehumidifier using your smart device & APP.

Note: The "Refresh" button can be used to generate a new 6-digit pin should you experience Wi-Fi connection issues.

For additional support, please visit www.generalfilters.com and our Wi-Fi connectivity issues checklist (opposite side of this document).

DH75

Removes up to 75 Pints Per Day



DH100

Removes up to 100 Pints Per Day

Unit Features:

1. Wi-Fi Control
2. Touch Screen Control
3. Fan-Only Function
4. Low-Temperature Shutoff
5. AFCI Power Cord
6. MERV 11 Filter
7. Filter Hour Indicator
8. Adjustable Feet
9. Safety Grill
10. Integrated Carrying Handles
11. Dual Filter Access Doors
12. 5-Year Warranty
13. Install in a Basement, Attic, or Crawlspace
14. Stand Alone or Ducted With Your HVAC System

Our Brands

Last Updated: 11-2026

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