



User manual



ULTRASLIM PAINTABLE 550 WATT PANEL HEATER WITH SMART APP EPPH5W

Thank you for choosing electriQ
Please read the manual before using this heater
and keep it safe for future reference.
Visit our page www.electriQ.co.uk for our entire product range

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Got a question or need help?

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support@electriQ.co.uk

Mon - Fri | 9am to 5pm

**Unit 2A, Trident Business Park, Neptune Way,
Leeds Road, Huddersfield, HD2 1UA**

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SAFETY INSTRUCTIONS

IMPORTANT

- Carefully read the instructions before operating the unit.
- This appliance is for indoor use only.
- Rating: This unit must be connected only to a 220-240V~50-60 Hz earthed outlet.
- Installation must be in accordance with the regulations of the country where the unit is used.
- All national regulations concerning the discharge of air must be fulfilled.
- If you have any doubt about the suitability of your electrical supply, have it checked and, if necessary, modified by a qualified electrician.
- This heater has been tested and is safe to use. However, as with any electrical appliance, use it with care.
- Joists, beams and rafters shall not be cut or notched to install the appliance.
- Disconnect the power from the unit before dismantling, assembling or cleaning.
- Avoid touching any moving parts within the appliance.
- Never insert fingers, pencils or any other objects through the guard or ventilation openings.
- **WARNING:** The heater must not be used if the glass panels are damaged.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or a lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- Children should be supervised to ensure that they do not play with the appliance.
- **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- Do not clean the unit by spraying it or immersing it in water.
- Never connect the unit to an electrical outlet using an extension cord. If an outlet is not available, a qualified electrician should install one.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Ensure the power cord is not stretched, exposed to sharp objects/edges, or routed under the unit.
- Do not use this heater in the immediate vicinity of a bath, shower, or swimming pool. When using these areas, follow the diagram supplied.
- Install the heater in a place where switches and sockets are not accessible by persons in a shower, bath, or pool.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Always ensure the heater is used on a flat-level surface or mount as per the instructions.
- An authorised service representative should perform any service other than regular cleaning. Failure to comply could result in a voided warranty.
- Never use the plug as a switch to start and turn off the heater. Use the provided power switch on the rear of the unit.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- **WARNING:** In order to avoid overheating, do not cover the heater. Do not cover the air inlet or

outlet or place items close to the unit, which may restrict airflow, as this may present a fire risk.

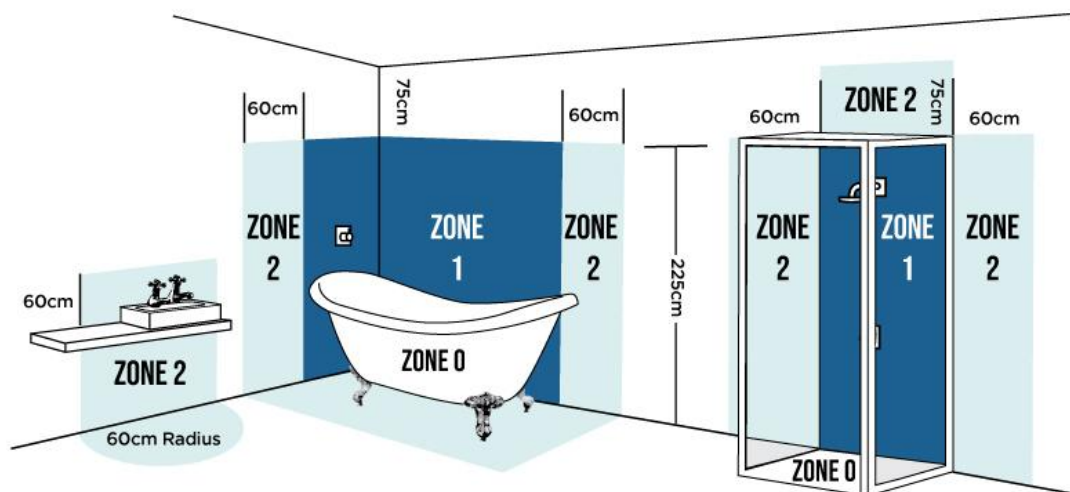
- The heater must not be located immediately below a socket outlet.
- Always ensure the unit is secure before operation. Do not use it on unstable or uneven surfaces, and if it is wall-mounted, it must be securely attached to a suitable wall.
- Do not move or tilt the unit.
- Avoid keeping the unit in direct sunlight for a long period of time.
- The heater is designed to be used at temperatures above -20°C. If it is exposed to temperatures below this, it must be allowed to warm above this level before operation.
- Do not attempt to repair, disassemble or modify the appliance. This unit contains no user-serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any object to enter the ventilation or exhaust opening, as this may cause electric shock, fire, or damage to the heater.
- Do not use the appliance for anything other than its intended use. It is designed for domestic indoor use only.
- **WARNING:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own unless constant supervision is provided.
- **WARNING:** To reduce the risk of fire, keep textiles, curtains, or any other flammable material at least 1 m from the air outlet.
- There may be a trace of odour during the first few minutes of initial use or after a period of storage. This is normal and will quickly disappear.
- This appliance has hot, arcing, or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is not intended for use in bathrooms, laundry areas, or similar humid locations. Never place it where it may fall into a bathtub or otherwise become exposed to water.
- If the unit is wall-mounted, it must be installed in accordance with current regulations for the area where it is installed. If unsure, professional advice should be sought.
- **WARNING:** To reduce the risk of fire or electrical shock, DO NOT use this appliance with any solid-state Speed Control Device or any variable speed controllers.
- Do not allow the appliance to be submerged or sprayed with water.
- **IMPORTANT:** The remote for this appliance uses an alkaline battery (not supplied).
- Do not use the remote if the battery compartment is loose or broken.
- Keep it out of the reach of children and pets. Seek medical advice if swallowed.
- To prevent battery leakage, remove the battery from the remote if it is exhausted or before long periods of storage.
- Do not obstruct any of the heat outlet grilles or air intake openings of the heater to avoid overheating.

ENERGY SAVING AND UNIT SAFETY PROTECTION TIPS

- Do not cover or restrict the airflow. Do not use in dusty environment.
- For safety and maximum performance, the minimum distance from a wall or objects should be 50cm.

INSTALLING IN A BATHROOM

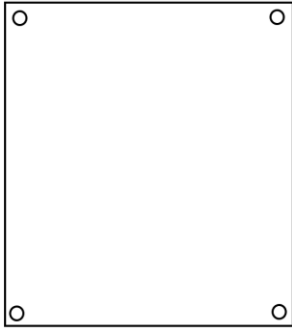
If the appliance is to be fitted within a bathroom, a good understanding of the zoning within bathrooms is required to ensure the unit is mounted in a safe position. The appliance is rated as IP20 and should be installed outside of Zones 0-2. We would advise that when the unit is fitted within a bathroom, the plug is removed from the unit, and a suitable fused spur is installed in accordance with BS 7671. In addition, when used in a bathroom, it must be protected by a suitable RCD to prevent the risk of electric shock and must not be immersed in water when cleaning.



Zone 0:	The interior of the bathtub or shower basin.
Zone 1:	The area around the bathtub or shower basin is up to a height of 2.25m above the floor.
Zone 2:	The area stretching to 0.6m outside the bath or shower and above the bath or shower is over 2.25m.

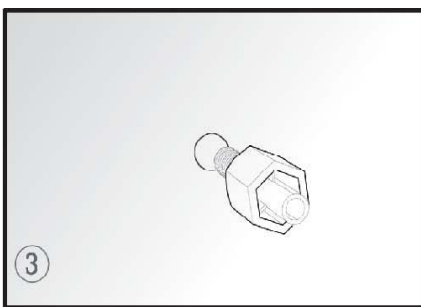
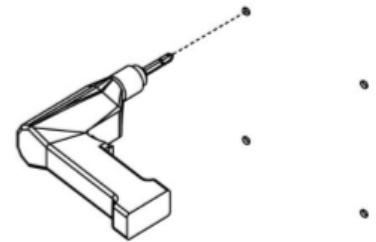
WALL MOUNTING INSTRUCTIONS

Carefully unpack your heater, do not use a sharp object as this may damage the heater.



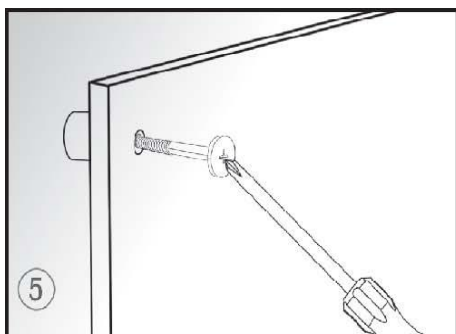
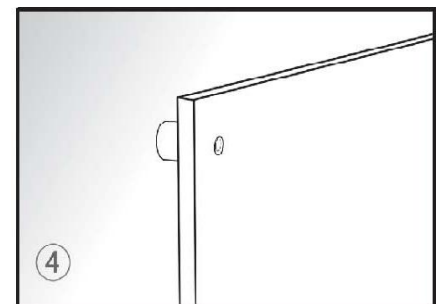
Mark the positions of the four holes to be drilled on the wall. (Install the heater at a minimum of 20cm above the floor.) Use a spirit level to ensure that all the holes are level.

Drill the 4 holes with a suitable drill bit for the type of wall.



Insert the plastic wall fittings into the holes.

Hold the heater in position against the wall fittings inserted in the previous step.

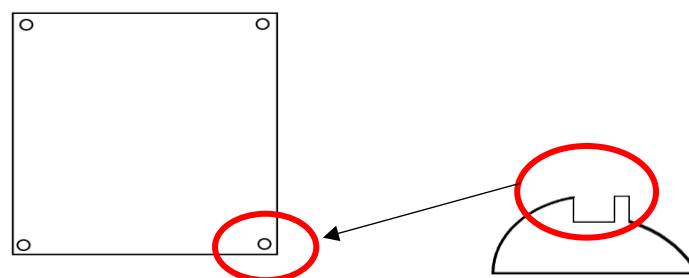


Screw the heater into position through the plastic fittings, ensuring that the heater is secure and in the correct position.

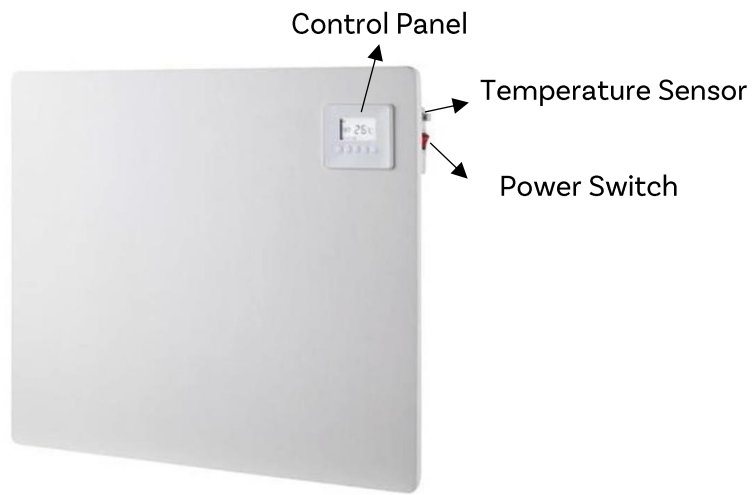
Put the caps onto the head of each screw.

FREESTANDING

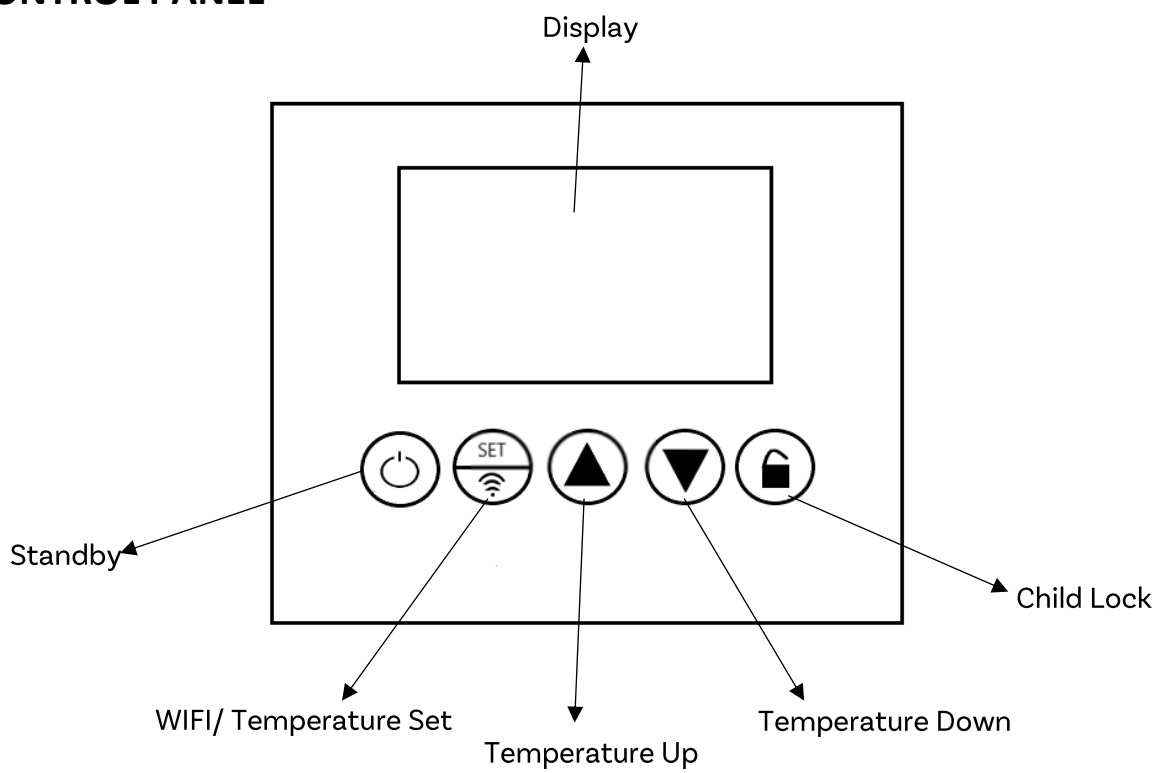
Secure the provided stands to the base of the heater using the screws provided.



PRODUCT OVERVIEW



CONTROL PANEL



OPERATION

Connect the power and turn on the unit using the switch on the side of the product. Press the standby button once, and the "ON" indicator on the LCD screen will illuminate. The unit will now be powered ON and set to the default desired room temperature of 25°C.

SETTING THE DESIRED TEMPERATURE

Press the SET button and the temperature setting indicator will flash, then use the temperature UP and DOWN buttons to adjust the temperature.

Three seconds after the temperature has been changed, the temperature will be automatically saved.

TIMER

The built-in timer will allow you to set the unit to turn on or turn off after a set period of time. Please note that only one timer can be used at any time.

ON TIMER – The timer will turn on the unit automatically after the time set has elapsed.

1. While in standby, press the SET button twice to activate the timer.
2. Adjust the duration using the UP and DOWN buttons
3. Press the POWER button before the time has elapsed, and the unit will turn on as normal, and the timer will be cancelled

OFF TIMER – The timer will turn off the unit automatically after the time set has elapsed.

1. While the unit is operating, repeatedly press the timer button to set the duration
2. Once the set time has elapsed, the unit will turn off automatically.
3. Press the POWER button before the time has elapsed, the timer will be cancelled, and the unit will turn off.

CHILD LOCK

Hold the child lock button for 3 seconds, and the "Child Lock Icon" on the LCD screen will be lit; the buttons on the appliance will be deactivated.

To exit child lock, hold the child lock button again for 3 seconds.

CONNECTING THE APPLIANCE TO WI-FI

DOWNLOAD THE APP TO YOUR PHONE

Download the "TUYA SMART" app from your chosen app store, using the QR codes below, or by searching for the app in your chosen store.



Android



IOS

MODES AVAILABLE FOR SETUP

The heater has two different setup modes, Quick Connection and AP (Access Point). The quick connection is a quick and simple way to set the unit up. The AP connection uses a direct local Wi-Fi connection between your phone and the heater to upload the network details.

To turn the Wi-Fi on, press and hold the SET button for 3 seconds until the heater beeps. The Wi-Fi symbol will flash quickly to indicate the unit is in quick connection mode

Please ensure your device is in the correct Wi-Fi connection mode for the connection type you are attempting; the flashing Wi-Fi indicator on your heater will indicate this.

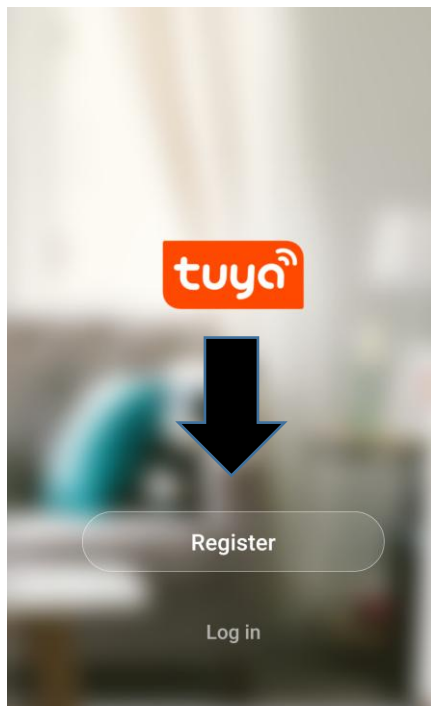
Connection Type	Frequency of Flashes
Quick Connection	Flashes three times per second
AP (Access Point)	Flashes every three seconds.

CHANGING BETWEEN CONNECTION TYPES

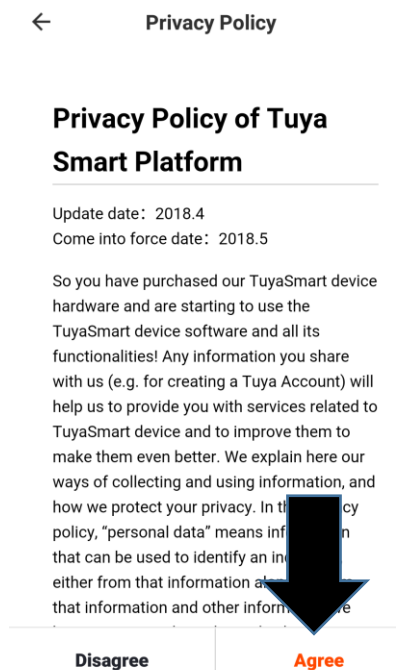
If the connection has failed, then we need to change to the slow flash state. When the WI-FI indicator is flashing at speed, press and hold the SET button again for 3 seconds, and the WI-FI indicator will begin to slowly flash.

REGISTER THE APP

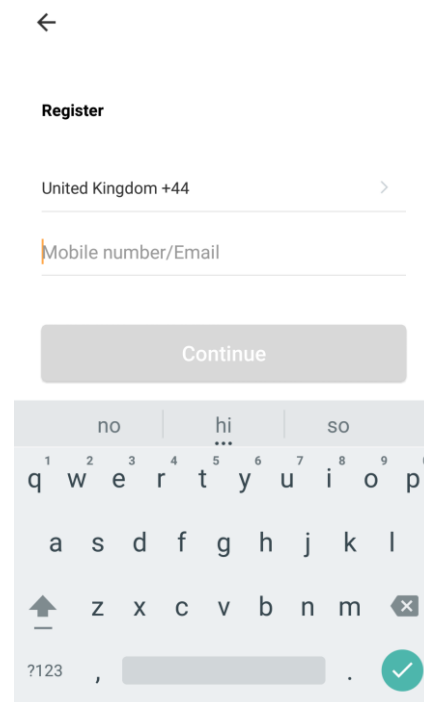
1. Press on the register button at the bottom of the screen.



2. Read the Privacy policy and press the Agree Button.



3. Enter your email address or phone number and press continue to register.

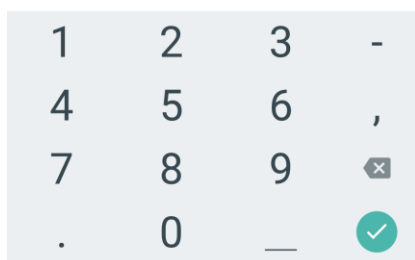


4. A verification code will be sent by the method selected in step 3. Enter the code into the app.



Verification Code

Verification code has been sent to:
Resend(57s)

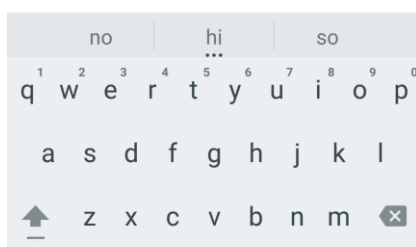
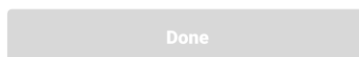


5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.

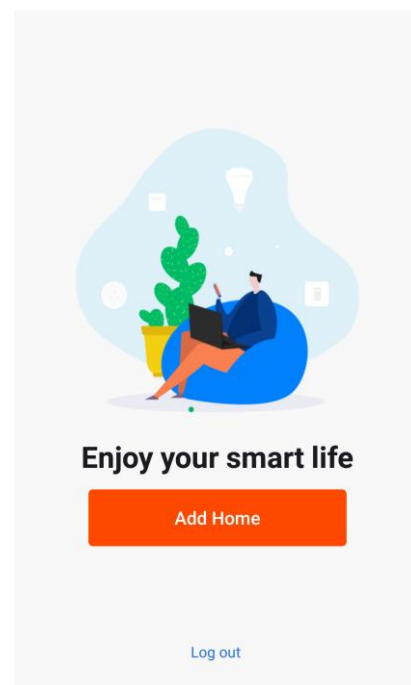


Set Password

Password must contain 6-20 letters and numbers



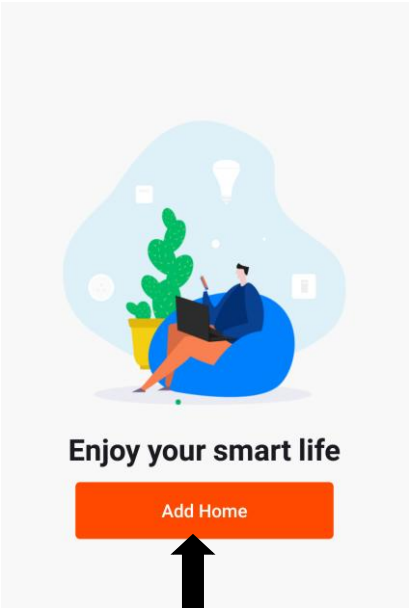
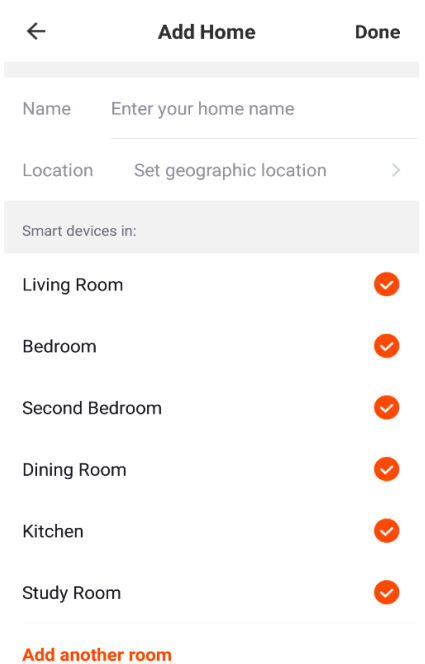
6. The app is now registered. It will automatically log you in after registration.

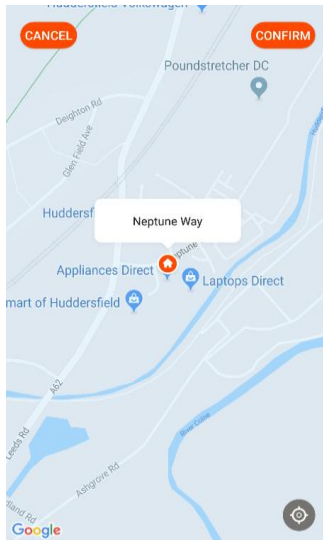
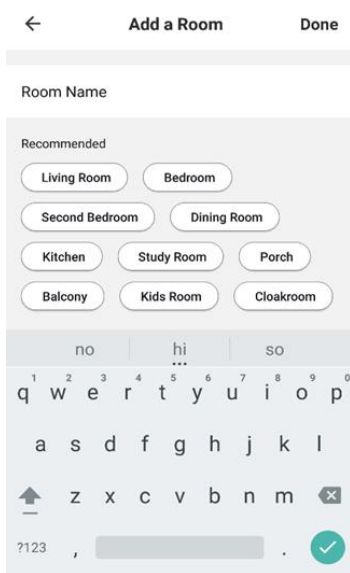


SETTING UP YOUR HOME WITHIN THE APP

TUYA is designed so it can work with a large number of compatible smart devices within your home. It can also be set up to work with multiple devices within different houses as such during the setup process, the app requires that different areas are created and named to allow easy management of all your devices. When new devices are added, they are assigned to one of the rooms you have created.

CREATING ROOMS

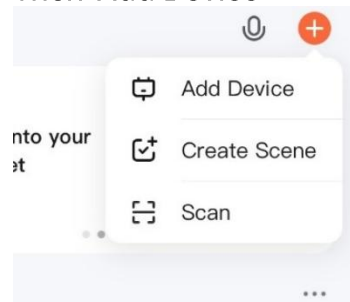
1. Press on the ADD HOME button. 	2. Type in a name for your home, 3. Press on the location button to select the location of your home. (See SETTING YOUR LOCATION below) 4. New rooms can be added by pressing the ADD ANOTHER ROOM option at the bottom. (See ADD ANOTHER ROOM below) 5. Untick any rooms that are not required on the app. 6. Press DONE in the top right corner. 
--	--

SETTING YOUR LOCATION Use your finger to move the orange HOME symbol. When the symbol is in the approximate location of your home, press the confirm button in the top right corner. Location details allows the app to be set up later to respond to weather conditions in your area. 	ADD ANOTHER ROOM Type in the name of the room, and press Done in the top right corner 
--	---

CONNECTING TO THE UNIT

1. Turn the heater on using the power button.
2. **Quick Connection:** Hold the Wi-Fi button until it flashes then turn the Bluetooth on your phone. The click automatic discovery, once you have found the device select + then proceed to step 6 .

3. Select the 'Add' button in the app in the top corner. Then 'Add Device



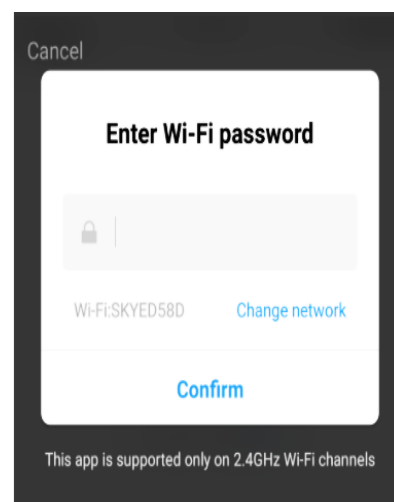
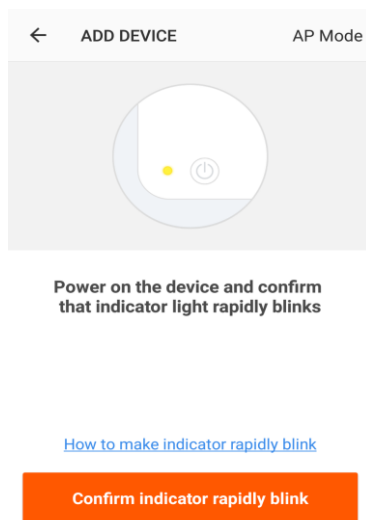
Hotspot Connection:
Hold the button again until it flashes every three seconds.



4. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Small Home Appliances' and then electric heaters.

5. Confirm the indicator is blinking on the app (if it is, return to step 1 if not).

6. Enter the Wi-Fi password and then wait for the settings transfer to be completed.

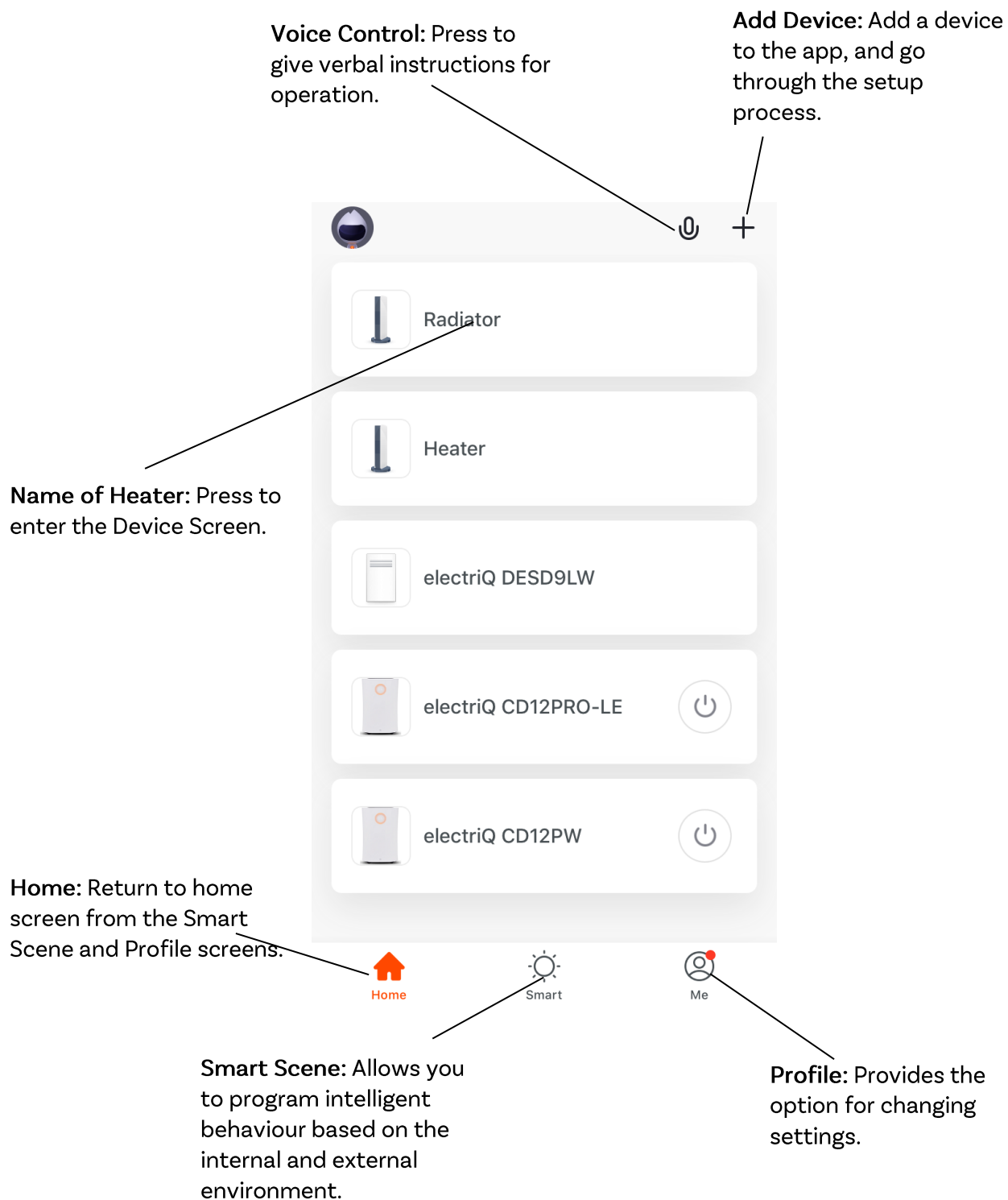


CONTROLLING YOUR APPLIANCE THROUGH THE APP

THE HOME SCREEN

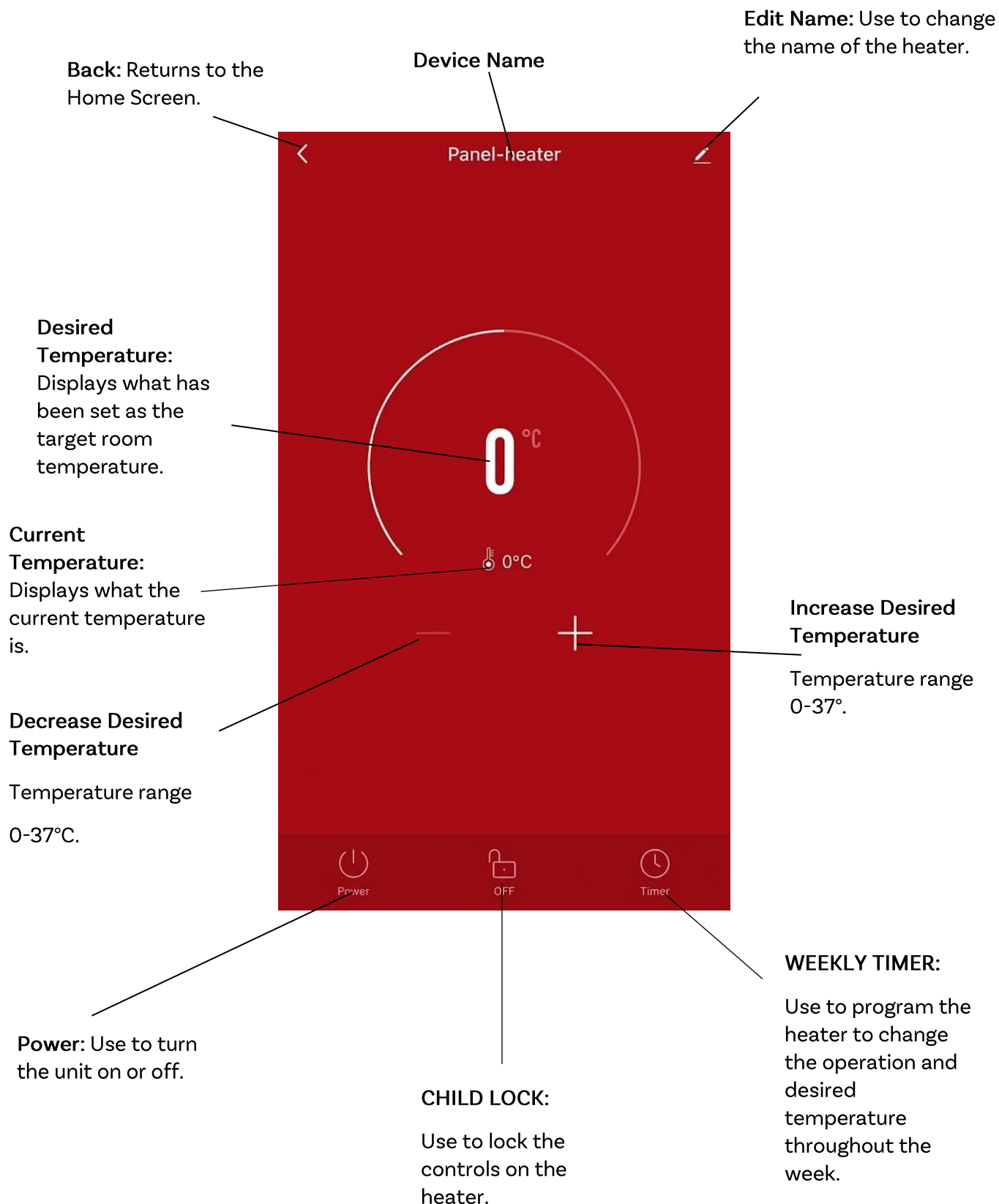
NOTE: Due to continuous development of the app, the layout and available features may be subject to change.

Each device has its own entry on the home screen to allow the user to either quickly turn the unit on or off, or to enter the device screen to make other changes.



DEVICE SCREEN

The device screen is the main control screen for the heater, providing access to the controls to amend the functions and settings.



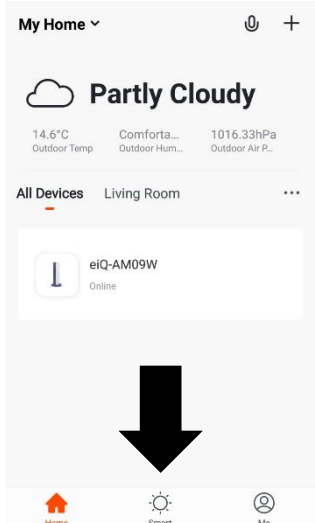
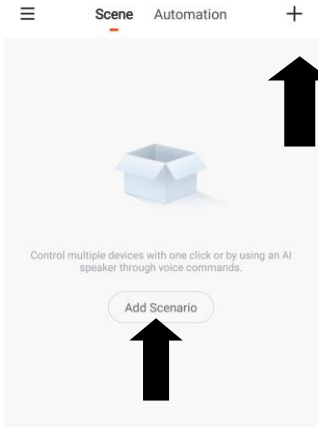
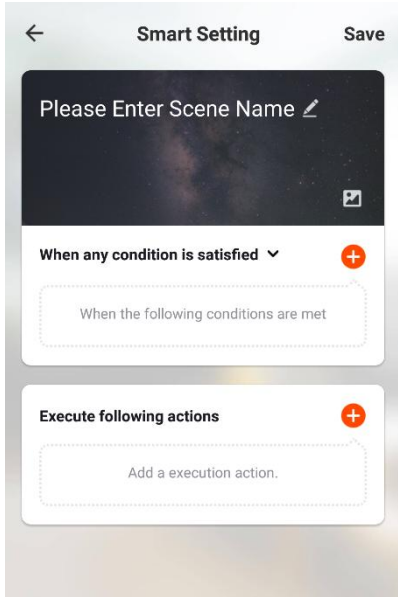
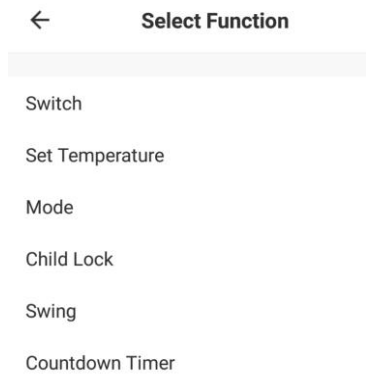
SMART SCENES

Smart Scenes is a powerful tool providing the option to customize the operation of the air heater based both on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories Scene and Automation.

SCENE

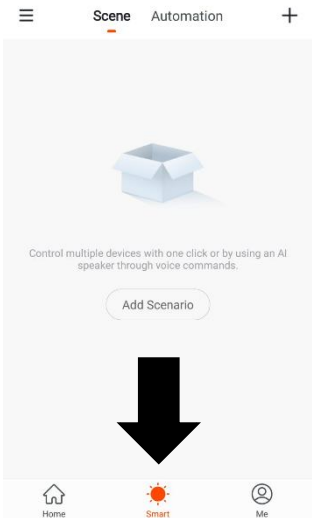
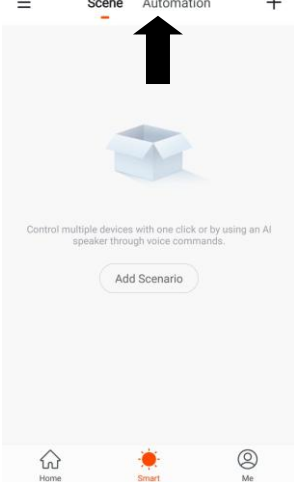
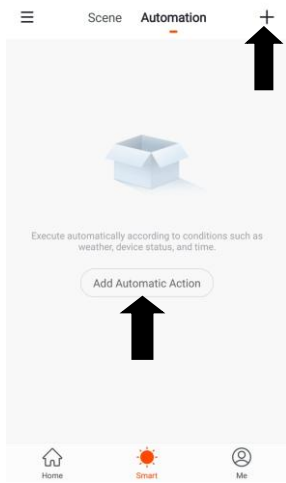
Scene allows for a one touch button to be added to the Home Screen. The button can be used to change a number of settings in one go, and can change all the settings within the unit. A number of scenes can easily be setup, allowing the user to easily change between a number of preset configurations.

Below is an example of how to set up a scene:

1. Press on the Smart tab at the bottom of the Home screen 	2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene. 
	3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene Show on Dashboard: Leave this on if you require the scene to be displayed as a button on the Home Screen Press the Red Plus to add the action required. Then select the heater from the list of devices. 4. Choose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen. 
6. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new Scene. It will then be saved to the home screen	

AUTOMATION

Automation allows an automatic action to be set up for the device. This can be triggered by the Time, and a range of other influences, depending what other TUYA enabled devices you have on the network.

1. Press on the Scene tab at the bottom of the Home screen 	2. Press on the Automation tab at the top of the screen. 	3. Press on the + at the top of the screen or press on Add Automatic Action 
← Select Function Switch > Set Temperature > Mode > Child Lock > Swing >	4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start. Press the Pen next to “Please Enter Scene Name” to input the name for your Scene Press the Red Plus next to “When any condition is satisfied” to add the trigger Press the Red Plus next to “Execute following actions” to add the action required. Then select the heater from the list of devices.	5. Select the condition when the automation should start. A number of triggers can be combined. ← Select Function Switch > Set Temperature > Mode > Child Lock > Swing > Countdown Timer >
6. Choose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen. ← Select Function Set Humidity > Wind Speed > Lock > Shake >	7. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new scene. The automation is now set up, it can be turned on and off using the toggle on the home page.	



PROFILE TAB

The profile tab gives you the option to edit both your detail, and use the added features of the unit.



Click here to set ni... >

HOME MANAGEMENT



Home Management >

Home Management provides options for managing your TUYA account, giving options such as adding a home, adding and removing rooms, and sharing devices with family.



Message Center >

MESSAGE CENTRE



Help Center >

View notifications from devices, if alarms are set up (dependent on device).



More Services >

HELP CENTRE



Settings >

Provides assistance using the features provided within the app.

MORE SERVICES



Home



Smart



Me

This allows the unit to be integrated with your favourite home automation hardware, such as Google Home and the Amazon Echo.

CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and is in the correct Wi-Fi connection mode, if not please refer to the CHANGING BETWEEN CONNECTION MODES section.
2. Ensure the Wi-Fi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the Wi-Fi you are connecting the device to.
4. Ensure the network you are connecting it to is 2.4Ghz (5Ghz Wi-Fi networks are not supported), and that there is a strong Wi-Fi signal to the item.
5. If your router is dual-band, ensure that the 2.4ghz network has a different network name (SSID). Further advice on changing router settings will be available from your Internet service provider / Router manufacturer.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES
7. Try using the alternative connection method. i.e. If the connection is failing when attempting to connect through CF mode, try AP mode.

CLEANING AND MAINTENANCE

ATTENTION: Please shut off the unit and unplug it from the mains before cleaning or performing any maintenance.

CLEANING THE SURFACE

- Clean the heater with a duster or a soft, wet cloth.
Do not use chemical solvents (such as benzene, alcohol or gasoline) as they may cause irreversible damage. Make sure no water enters the control panel or gaps in the casing.
- Do not run the unit until completely dry.
- Place the heater in its original box or cover to protect it from dust when not in use.
- Store it in a cool, dry place.

TROUBLESHOOTING

Do not repair or disassemble the unit by yourself; unauthorised repair attempts will invalidate the warranty and may cause bodily harm.

Issue	Possible Reason	Solution
No power	1. The power cord is unconnected 2. There is no power from the socket 3. The power switch on the rear of the unit is turned off.	1. Connect the power cord 2. Check the socket is turned on 3. Ensure the power switch on the rear of the unit is in the on position
Odour emission from the unit	1. New unit. When the unit is used for the first time, the fan motor may produce an odour which will dissipate within a week of use	1. No action required
Strong vibrations and noise	1. Unit is not placed on a flat surface 2. Unit may be damaged	1. Place on a flat surface. May put an anti-vibration mat underneath 2. If the heater is damaged, discontinue use and contact the service centre.

If the above solutions do not resolve the problem, please contact the service centre.

TECHNICAL DATA

Model No.	EPPH5W
Voltage	220V-240V
Frequency	50 - 60 Hz
Max Power	550W
IP Rating	IP20
Product Dimensions	600X800x10mm
Product Weight	7.3 kg

electriQ UK SUPPORT

www.electriQ.co.uk/support

Please, for your own convenience, make these simple checks before calling the service line. If the unit still fails to operate, call: 0330 390 3061 or complete the online form

1. Is the unit plugged into the mains?
2. Is the fuse OK?
3. Switch the unit off and wait three minutes to see if the issue is resolved. Restart the unit.

Office hours: 9 AM - 5 PM Monday to Friday

www.electriQ.co.uk
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Neptune Way, Leeds Road,
Huddersfield, HD2 1UA

Disposal: Do not dispose this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary.



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centres.

electriQ

PRODUCT FICHE

Model Identifier: EPPH5W						
Item	Symbol	Value	Unit		Item	Unit
Heat Output				Type of heat output/room temperature control (select one)		
Nominal heat output	P_{nom}	0,550	kW		Single stage heat output and no room temperature control	No
Minimal heat output	P_{min}	0,000	kW		Two or more manual, stages, no room temperature control	No
Maximum continuous heat output	P_{max}	0,550	kW		With mechanic thermostat room temperature control	No
Power consumption					With electronic thermostat room temperature control	Yes
In off mode	P_o	0	W		electronic room temperature control plus day timer	Yes
In standby mode	P_{sm}	1,12	W		electronic room temperature control plus week timer	Yes
In idle mode	P_{idle}	1,12	W		Other control options (multiple selections possible)	
In network standby	P_{nsm}	NA	W		Room temperature control, with presence detection	No
Standby mode with display of information or status			No		Room temperature control, with open window detection	No
Seasonal space heating energy efficiency in active mode	$\eta_{s,on}$	92	%		Distance control option	Yes
					Adaptive start control	No
					Working time limitation	Yes
					Black bulb sensor	No
					Self-learning functionality	No
					Control accuracy	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Huddersfield, HD2 1UA Buy It Direct, The Black Church, St Mary's Place, Dublin 7					

PSTI STATEMENT OF COMPLIANCE

Description: 550w Panel Heater

Model Number: EPPH5W

Manufacturer: electriQ, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA PSTI

Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that this product is compliant with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Duration of security updates: 31st December 2030. This date is correct at the time of printing, but we may be extended. Please visit www.electriQ.co.uk for the latest information and details of our PSTI compliance.



Richard Leach

Compliance and Quality Manager, Buy It Direct, Huddersfield

13th August 2025

EU DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/EU/EPPH5W.pdf>

UK DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Radio Equipment Regulations 2017. The full text of the UK Declaration of Conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/UK/EPPH5W.pdf>