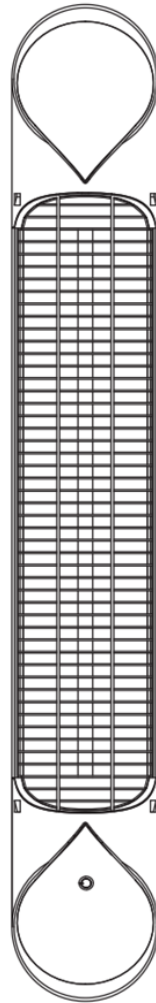


electric*Q*

USER MANUAL



OUTDOOR WALL AND CEILING HANGING HEATER

eiQSTAR

Thank you for choosing electricQ
Please read the manual before using this heater
and keep it safe for future reference.

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SAFETY INSTRUCTIONS

IMPORTANT

- Carefully read the instructions before operating this unit.
- This appliance is for outdoor use only.
- Rating: This unit must be only connected to a 220-240 V / 50 Hz earthed outlet.
- Installation must be in accordance with the regulations of the country where the unit is used.
- If you are in 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.
- Disconnect the power from the unit before dismantling, assembling or cleaning.
- Avoid touching the main body when in use.
- Never insert fingers, pencils or any other objects through the guard.
- This appliance can be used by Children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children.
- 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 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, or clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- 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.
- Avoid connecting the unit to an electrical outlet using an extension cord. If an outlet is not available, one should be installed by a qualified electrician. If an extension cord is used, it should be fully unwound from its spool, and be suitable for the power of the unit.
- Never operate this appliance if the unit, cord or plug is damaged. Ensure the power cord is not stretched, exposed to sharp objects / edges, or routed under the unit.
- Any service other than regular cleaning should be performed by an authorised service representative. 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 button on the unit.
- Do not use an external timer.
- Always ensure the unit is secure before operation. Do not use on unstable or uneven surfaces.
- Avoid keeping the unit in direct sunlight for long periods 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.

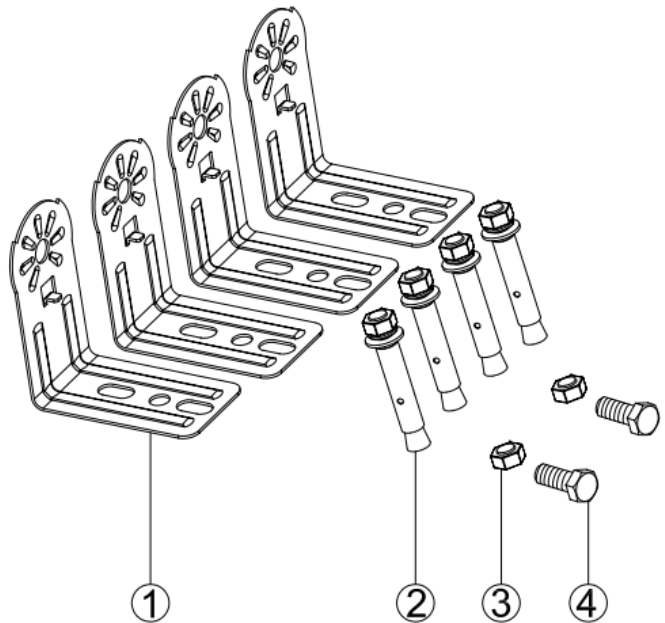
- This unit contains no user-serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when not in use, or when moving or cleaning it. Do not pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any object to enter the ventilation or exhaust opening as this may cause electric shock, fire, or damage to the heater.
- Do not use the appliance for anything other than its intended use.
- 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 and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- Never locate this appliance where it may become exposed to water.
- This appliance is IP34 rated, and so although it resistant to water ingress, should not be allowed to be submerged, or subjected to overly wet conditions.
- The unit must be sited in an area sheltered from adverse weather conditions such as rain, wind, snow and ice.
- The appliance must be disconnected from the mains when not in use.
- To prolong the life of the product, and to ensure its safety we advise the unit is stored in a secure dry location when not in use.
- Minimum distances should always be complied with from top: 60 cm, from sides: 150 cm.
- The heater should not face flammable substances or surfaces.
- Heaters should not be installed in areas where hazardous vapours may be present. Defined in BS 5345.
- Ensure that there is no possibility of flammable material coming into contact with the heater, or in the near vicinity of the heater.
- The heaters are fitted with safety guards. These are intended only to stop large objects from hitting the emitters. On no account should the heater be operated with the guard removed.
- Do not install or use immediately above or below a power socket.
- The remote contains a lithium battery, keep out of reach of small children. Seek medical advice if swallowed.
- To prevent battery leakage: Remove the battery from the remote if exhausted or before long periods of storage.
- Due to continual product development, there may be variations between the pictures and the specifications within the manual and the actual product.
- **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.

ENERGY SAVING AND UNIT SAFETY PROTECTION TIP

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

PARTS LIST

PARTS		
PART NO.	PART NAME	QTY
1	L shape bracket	4
2	M6mm*60mm screw	4
3	M6mm screw	2
4	M6mm*12mm screw	2



ASSEMBLY

Tools Needed:

Pencil Hammer Spirit Level Screw Driver Drill

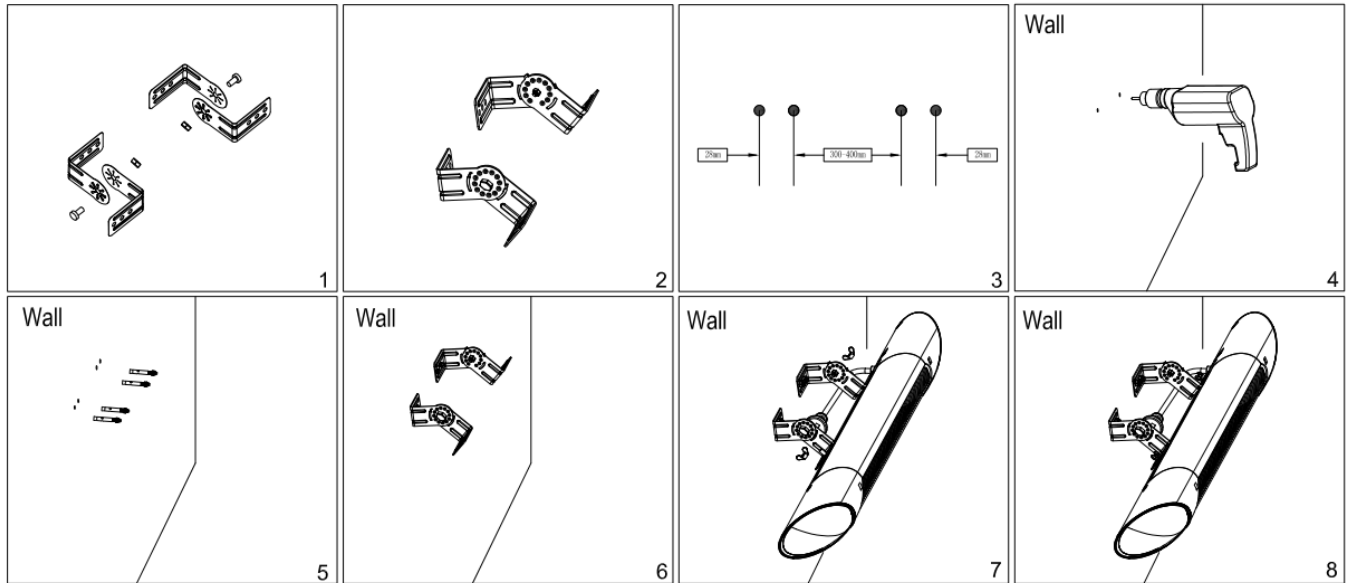
A wall mounting bracket is provide with the heater which has been specifically designed to allow this product to be fitted to a ceiling or wall.

Before any drilling or installation commences, ensure that the wall or ceiling you are using for installation is free from wires and pipes. The heater must be installed no less than 19.7 inches from side walls and no less than 2.4m off the floor. The appliance must be installed on the solid surfaces like concrete, wood or metal etc.

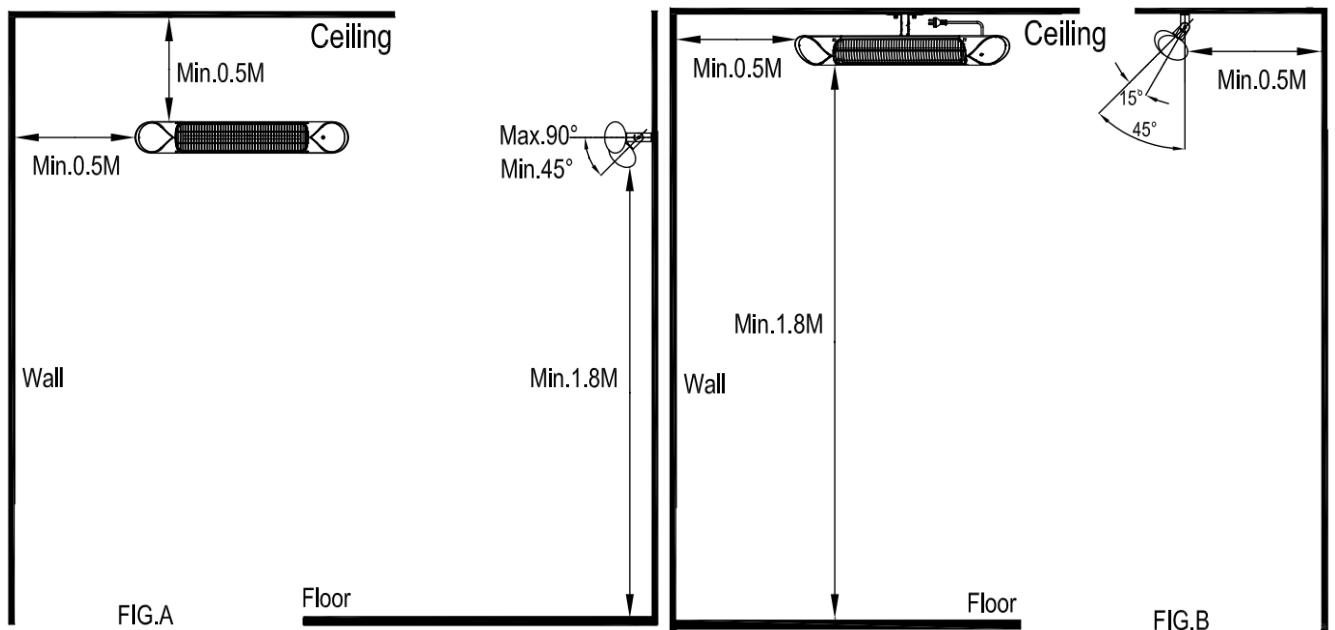
Important: Ensure that the supply cables are well mounted and that it does not come into contact with reflector of the heater or that does not come into contact with the heated area. The supply cable can be fixed to the metal mounting bracket behind heater with plastic zip ties (not provided).

1. This heater should be installed by a competent person, i.e. a qualified electrician.
2. For ceiling mounting, the lowest part of the heater must be located at or above a minimum height of 2.4m from ground level, so that the heater cannot be touched when in operation.
3. When installed to the ceiling, there must be a distance of 0.5m between ceiling corners and the appliance.
4. The distance from the front side of the heater to materials such as wood, carton, cloth, people and animals must be min 1m.
5. When mounting to a ceiling, do not position the heater at an angle more than 90° and less than 45°.
6. The supply cable must be at the lower end of the heater if the heater is installed at an angle or vertically.
7. If the heater is to be used outside, a weatherproof outlet is recommended.
8. The heater must be installed on the mounting brackets provided.
9. Fasten the heater securely on the brackets using the nuts and bolts supplied.
10. The brackets can be used to adjust the direction of the heater, adjust the heater angle by loosening the two bolts on the wall mounting bracket, tighten the bolts again when the desired angle is reached.

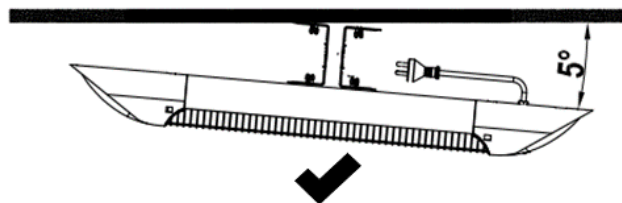
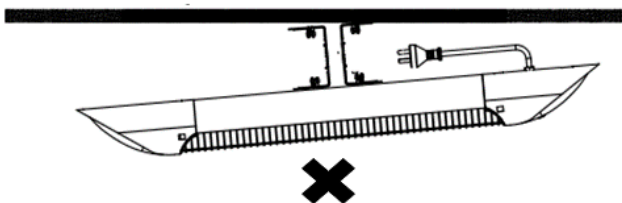
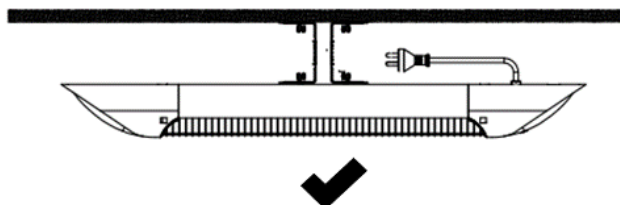
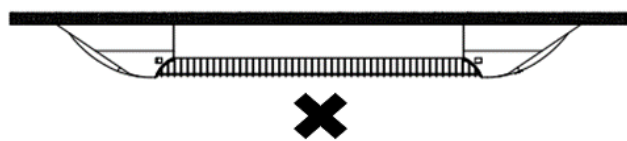
WALL MOUNTED INSTALLATION



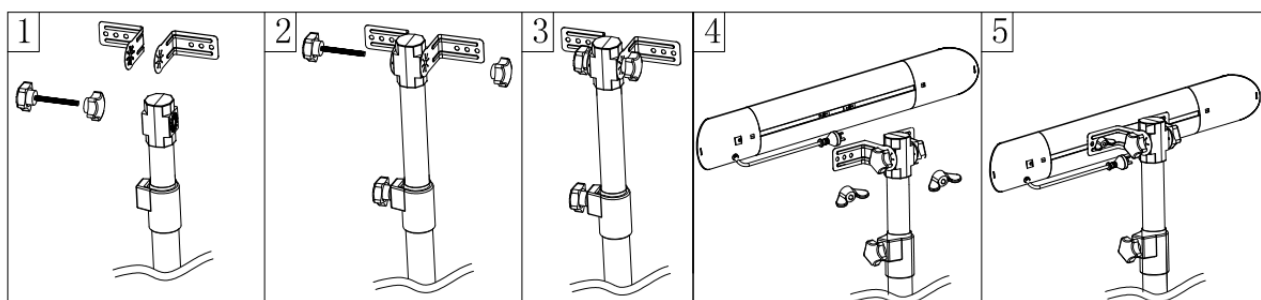
CEILING MOUNTED INSTALLATION



CORRECT WALL AND CEILING POSITION



INSTALLATION WITH TRIPOD STAND-(optional)



OPERATION

1. Turn on the power, the product will be in standby mode, the display will show (- -);
2. Press the function button, then press the heat levels to start the unit's operation:
(L1-L2-L3-L4- standby - off)

REMOTE CONTROL

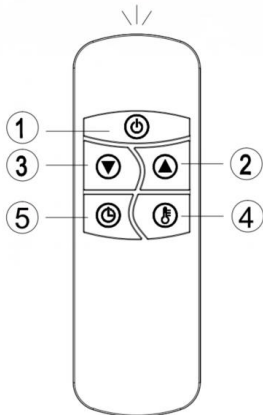
Inserting Batteries

Insert 2 AAA type batteries into your remote control

1. Flip the backside of your remote control and pull out battery cover. Insert the batteries in accordance with the instructions and polarity the batteries.
2. Change the batteries in the same way depicted above.

NOTICE:

1. Replace the old batteries with the same type batteries. Otherwise, your heater may not function well.
2. Pull out the batteries in case of long terms of disuse to prevent leakage which may impair your remote control.
3. Do not allow water or liquid to get into the remote control.



1. **POWER BUTTON:** Turn the heater off.
2. **UP BUTTON:** Increase timer and level.
3. **DOWN BUTTON:** Decrease timer and level.
4. **LEVEL BUTTON:** Use to adjust the heat levels(L1-L4). Press the Level button then use the up and down buttons (buttons 2 and 3) to increase or decrease the heating level.
5. **TIMER BUTTON:** To set the timer from 0H-24H, which is the number of hours it will run. 0H will display and then adjust to the number of hours you would like to set, using the up and down buttons (2 and 3).

TROUBLESHOOTING

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

Issue	Possible Reason	Solution
No power	1. Power cord is unconnected 2. There is no power from socket 3. The power switch on the rear of the unit is turned off.	1. Connect the power cord 2. Check socket is turned on 3. Ensure the power switch on the rear of the unit is in the on position
Odour emission from unit	1. New unit. When the unit is used for the first time the heater may produce an odour which will dissipate within a week of use	1. No action required

ERROR CODES

E1	Control unit overheat	Check installation clearances
E2	Tip over function	Ensure the heater is less than 60° working angle and restart heater.
L1,2,3,4	Shows in display, but no heat	Bulb is damaged. Contact the supplier.

CLEANING AND MAINTENANCE

ATTENTION: Please turn off the unit and unplug from the mains and allow to fully cool 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.

TECHNICAL SPECIFICATIONS

Model	eiQSTAR
Voltage(V)	220-240V AC
Wattage(W)	1500/2000/2500
Hertz (Hz)	50/60
Dimensions W×H×D(mm)	900×130×89.5
Weight (KG)	3.0

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: 9AM - 5PM Monday to Friday

www.electriQ.co.uk
Unit J6, Lowfields Business Park
Lowfields Way, Elland
West Yorkshire, HX5 9DA

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.