

# EdenPURE®

Bringing Home Better Living

## OPERATION AND WARRANTY MANUAL

IMPORTANT  
SAVE THESE  
INSTRUCTIONS

---

To ensure you get the best results from your portable heater, please read this manual first and keep it for future reference. For additional information please contact your place of purchase or call **1-800-839-0966**

---

Thank you for purchasing  
an EdenPURE® Quartz  
Infrared Portable Heater.

---

PATENT PENDING

## WARNING

**IMPROPER USE OF THIS HEATER COULD RESULT IN RISK OF FIRE, ELECTRIC SHOCK,  
AND INJURY TO PERSONS**

## WARNING

**ANY REQUIRED SERVICE OTHER THAN FILTER MAINTENANCE SHOULD ONLY BE  
PERFORMED BY AN AUTHORIZED SERVICE REPRESENTATIVE AND ANY  
OTHER REPAIRS ATTEMPTED BY ANYONE  
OTHER THAN AN AUTHORIZED SERVICE  
REPRESENTATIVE WILL VOID THE WARRANTY**

### CAUTION

**RISK OF ELECTRICAL SHOCK  
DO NOT OPEN**

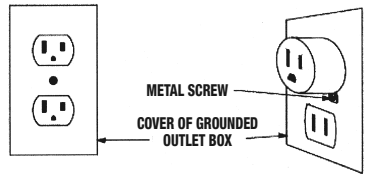
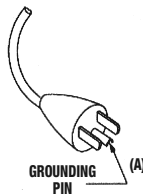
**NO USER-SERVICEABLE PARTS INSIDE**



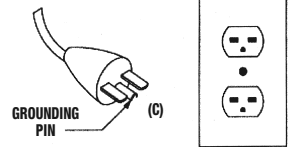
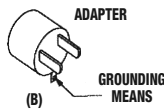
## READ ALL INSTRUCTIONS BEFORE USING THE HEATER

- 1) This heater is hot when in use. To avoid burns do not let bare skin touch hot surfaces. Keep combustible materials such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9m) from the front of the heater and keep them away from the sides and the rear.
- 2) Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- 3) Always unplug heater when not in use.
- 4) Do not operate any heater with a damaged cord or plug, or after the heater malfunctions, has been dropped or has been damaged in any manner. In these cases, return the heater to an authorized service facility for examination, electrical or mechanical adjustment, or repair.
- 5) Do not use the heater outdoors or on construction sites.
- 6) The heater is not intended for use in bathrooms, laundry areas and similar indoor locations, areas with standing water, a shower or swimming pool. Never place the heater where it may fall into a bathtub or other water container.
- 7) Do not run the cord under carpeting. Do not cover the cord with throw rugs, runners, or similar coverings. Arrange the cord away from traffic areas and where it will not be tripped over.
- 8) To disconnect the heater, turn the unit off, then remove the plug from the outlet once it has stopped running.

- 9) Do not plug the heater into any other cord connected device such as a power strip, surge protector, multiple outlet adapter, grounding adapter or outlet-type air fresheners. **Plug into a 3-prong 110v 15amp or higher grounded circuit receptacle only.**
- 10) Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- 11) To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.



- 12) Do not block the front or rear of the heater.
- 13) Do not place anything directly in front of the heater.
- 14) When performing filter maintenance, do not force the filter to dry using alternative methods. Doing so could damage the filter.
- 15) A heater has hot or arcing or sparking parts inside. Do not use in areas where gasoline, paint or flammable liquids are used or stored.
- 16) Do not plug the heater into a loose-fitting or broken receptacle.



- 17) Do not alter the heater's design or you will void the warranty.
- 18) In the event that you open the cabinet of the heater, do not touch the heating elements with your bare hands. Moisture, oils or residue from the skin can weaken the glass and shorten the life span of the element.
- 19) The heater must be located immediately in front of a socket outlet.

**WARNING: In order to avoid overheating, do not cover the heater.**

- 20) Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or power tab/power strip.
- 21) The heater is for use on 110 volt outlets. The cord has a plug as shown at "A" in Figure above. An adapter as shown at "B" is available at your local hardware store for connecting three-blade grounding type plugs to two-slot receptacles. The green grounding plug extending from the adapter must be connected to a permanent ground such as properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available. Figure "C" European type plug.
- 22) Some EdenPURE® heaters contain a button battery for the remote. If swallowed, it could cause severe injury or death in just two hours. Seek medical attention immediately.
- 23) Use this heater only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons and may void the warranty.
- 24) Manual restart is required if power to the unit is interrupted.

# READ ALL INSTRUCTIONS BEFORE USING THE HEATER

## Operation – 8-step setup for EdenPURE®

- 1) Lift heater from box. We recommend keeping the packaging for off-season storage and any transport needs.
- 2) Find a level and unobstructed location to place the unpackaged heater.
- 3) Plug the power cord directly into an unused grounded 110 volt 15 amp or higher circuit receptacle. The power button will illuminate and the heater will beep, indicating the unit is plugged into the receptacle.
- 4) If using the optional remote, insert batteries into the battery compartment on the remote control.
- 5) Push the "Power" button located on the front of the heater or the remote control to turn the heater on. Set the Mode Key to "Auto". Adjust the "temp up" and "temp down" buttons until the desired temperature level is indicated. Once the desired temperature is reached, the heater will cycle on and off to maintain the room temperature. When the Heater is set on the "Auto" mode and cycling off and on, it has been equipped with an Energy Savings feature. The unit will run on full power until it gets to within 2 degrees of the desired temperature. At this point it will automatically go into an energy savings mode which will dim the heating elements and lower the wattage and the fan speed. Not only will this save energy, it also keeps the room temperature closer to the desired temperature. The fan will run periodically to circulate the room air through the heater in order to monitor the room temperature more accurately. If the room temperature should fall below 2 degrees of the desired temperature, the unit will return to the full power mode until the desired temperature is reached again.
- 6) Switch the Mode Key to "High" in order to have the heater stay on high heat and not cycle on and off.
- 7) **To turn the heater off, press the "Power" button; the fan will continue to run until all of the heat has been expelled and will then turn off.**
- 8) The heater is equipped with a temperature limiting control contained inside the unit. If the heater stops working, shut the power off, unplug unit and let the unit cool down (Approximately 30-45 minutes), plug in unit, turn the power back on and resume use. If the unit continues to shut down or the unit does not reset itself, please visit your place of purchase, call 1-800-839-0966 or visit [www.edenpureservice.com](http://www.edenpureservice.com).

## Cabinet Care – Wipe clean with a soft damp cloth.

## Heater Storage – When the heater is not going to be used for an extended period of time, please do the following:

- 1) Unplug the heater.
- 2) Wind up electrical cord so as to keep it off of the ground.
- 3) Cover the heater to prevent dust from accumulating on filter or internally.
- 4) Store the heater in a dry, low dust environment.

**Service** – To replace a heating element or for other repairs or service, please visit your place of purchase, call 1-800-839-0966 or visit [www.edenpureservice.com](http://www.edenpureservice.com).

## WASHABLE LIFETIME FILTER SYSTEM

EdenPURE® Heaters come equipped with a washable lifetime filter on the rear of the unit that is easy to clean.

**IMPORTANT INFORMATION:** If you have allergies and/or are sensitive to dust, you will want to use this filter. When choosing to use the filter, it must be cleaned daily; a clogged filter will cause the heater to not work to its full capacity.

Using the heater with the dust filter attached is an optional feature. Operating the heater without the filter will in no way harm or alter the operation of the heater. If you are not sensitive to dust or do not want to clean the filter daily, please remove it from the back of unit and use your heater without it.

### To clean the filter:

- 1) Press the tab(s) on the top of the filter cover to release the filter.
- 2) Run warm tap water over the filter, the opposite direction of air flow, until water runs clear. The filter might excrete some filtered residue, so be cautious not to drip on any stainable surfaces such as carpeting. You can also soak the filter in water mixed with a small amount of mild dish soap (don't forget to rinse with water after soaking filter).
- 3) Shake the filter over a sink until excess water is removed and allow it to drip dry completely before reinstalling. DO NOT force the filter to dry using any alternative methods.
- 4) Reinstall the filter to the rear of the unit by positioning the filter back in place and securing the filter cover back into the locked position.

To assure maximum performance of the EdenPURE® heater, please note the following recommendations:

- 1) For best results, do not locate the heater in an area with a high rate of air filtration and movement as the warm air will be exhausted.
- 2) Try placing the heater near a warmer inside wall and direct the output toward a cooler outside wall. The cooler outside wall will tend to draw the generated heat toward itself, which will allow for more efficient heating.
- 3) Placing the heater next to a cold air return will draw the heat away from area to be heated. Try closing or covering the cold air return. This will allow for more efficient heating. Experiment with the placement of the heater to see what works best for you.
- 4) To ensure maximum efficiency, a 40% (minimum) relative humidity should be maintained in the heated environment.
- 5) The heaters are designed to operate for maximum efficiency up to 70-72 degree range. Due to the soft heat concept, a temperature of 68 degrees will feel as though it were 72 degrees. This is due to the heat mixing evenly with humidity for "head-to-toe" comfort.
- 6) When the heater is placed in an isolated area, i.e. basement or recreation area, the delivery registers and air return grills of the existing system should be closed in that area if possible.
- 7) In rooms with large areas of bare concrete, try placing the heater a few feet above the floor. Make sure the heater is secure and won't fall. This will allow for more efficient heating since concrete acts as a heat sink and will tend to draw the heat in its direction.
- 8) Try lowering your central heating system to a lower temperature and placing the heater in the area you spend the majority of your time. Now set the EdenPURE® heater to your comfort level. After all, there is no point heating multiple rooms to 68+ degrees when they are not in use.
- 9) When heating larger areas, place the heater in a central location. If a ceiling fan is nearby, try using it at the same time to help distribute the heat evenly. Our suggestion, give it a try and see what works best for you.
- 10) **If used in an extremely dirty or dusty area, the filter must be cleaned more frequently as it can clog and cause the heater to stop working.**
- 11) The heater grill is hot when in use. To avoid burns, do not let bare skin touch hot surface. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least three feet from the front of the heater and keep them away from the sides and rear.
- 12) Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- 13) To disconnect the heater, press power button to "off," then remove plug from outlet once it has stopped running.
- 14) Always unplug heater when not in use.

**Why does the Blower Fan keep running after I have turned off the Power button?**

The Blower Fan will continue to run until the proprietary heat chambers have cooled down. After a few minutes the fan will shut off automatically.

**Can the heating elements be replaced?**

Yes. When needed, please visit your place of purchase, call 1-800-839-0966 or visit [www.edenpureservice.com](http://www.edenpureservice.com).

**The heater's airflow seems to have diminished.**

Make sure the rear intake is not blocked and that the filter is clean. Follow the Filter Maintenance procedure.

**Can the heater be used in a bathroom?**

It is not recommended due to the high level of moisture in a bathroom.

**Will I be able to use the heater in a basement or garage?**

Yes, but keep in mind that rooms with little insulation will not retain the heat as efficiently. Bare concrete floors, which act as a heat sink with any type of heating, will absorb some of the heat. Placing the heater a few feet above the floor will allow for more efficient heating.

**Can I use more than one heater at a time?**

Yes, but you should make sure they are not on the same circuit. Each heater and appliance should be on its own circuit.

**Can I use the heater on a job/construction site?**

The heater was not designed to be used in a high dust construction environment. Using the heater for this purpose will void your warranty.

**Can I move the heater around while it is operating?**

It is not recommended to move any portable heater while it is operating. We recommend moving the heater only after the fan has completely turned off.

**What is the life expectancy of an EdenPURE® Quartz Element?**

Average element life is 20,000 hours. The Quartz Elements are replaceable by an authorized service dealer.

**Can I use the heater and another appliance at the same time?**

Yes, as long as they are not on the same circuit. Zone heaters are considered to be an appliance. You should not run more than one large appliance on a single circuit breaker. Your freezer, refrigerator, microwave oven, washing machine, dryer, and other such appliances should not share a circuit breaker.

**Can I use an extension cord, surge protector, or power strip with my heater?**

NO. It is not recommended. It is designed to plug directly into a grounded 110 volt 15 amp or higher circuit receptacle.

**I don't have a grounded outlet; can I use a cord adapter or remove the grounding plug?**

NO. If you don't have a grounded outlet, contact a licensed electrician in your area for advice. Removing or altering any part of the heater will void the warranty.

**My Heater lost power.**

Unplug from wall, check filter to make certain that it is clean, and plug back in. If unit does not power up or shuts down again please visit your place of purchase, call 1-800-839-0966 or visit [www.edenpureservice.com](http://www.edenpureservice.com).

---

**WARNING**

**ANY REQUIRED SERVICE OTHER THAN FILTER MAINTENANCE SHOULD ONLY BE PERFORMED BY AN AUTHORIZED SERVICE REPRESENTATIVE**

---

# SAVE THESE INSTRUCTIONS

# Limited Warranty

## GUARANTEE

This product carries a 30-day guarantee. If you find your unit to be defective within the first 30 days of purchase, you may return it for a refund or a new unit.

**In the event you need to return your heater, it must be returned in the original packaging to avoid damage to the heater during shipping.**

## LIMITED WARRANTY

**WARRANTY:** The Company warrants this product, to the original purchaser or gift recipient, to be free from defects in workmanship and materials under normal use and service from the date of purchase to the model-specific corresponding dates below:

A4136/RTL – 3 Years

A5092 – 3 Years

A5112 – 3 Years

A4643/RTL – 5 Years

A5093 – 5 Years

A4188/RTL – 5 Years

A4887/RTL – 3 Years

A5146 – 3 Years

All refurbished heaters have a 1-Year Warranty.

Warranty will be null and void if any of the following occur: The mechanics of the heater and/or the electrical cord and plug have been altered or tampered with in any way. Heater is not used correctly or not maintained according to the care instructions.

**LIMITATIONS:** ALL WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE LIMITED WARRANTIES SET FORTH ABOVE. Some jurisdictions do not allow limitations on the length of the implied warranty, so the above limitation may not apply to you. IN NO EVENT SHALL THE COMPANY BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF PROFIT OR MEDICAL EXPENSES CAUSED BY ANY DEFECT, FAILURE, MISUSE, OR MALFUNCTION OF THE PRODUCT.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. The Company will not be responsible for damages or losses, direct or indirect, caused by misuse, abuse, accident, negligence, conditions of transportation or storage, or failure to follow instructions. The Company will not be responsible for any statements that are made or published, written or oral, that are inconsistent with this written warranty, or which are misleading or inconsistent with the facts as published in the literature or specifications by the Company.

**In the unlikely event that your unit does not appear to be working properly, you must contact your Sales Representative for immediate assistance.**

Prior to your call, we encourage you to visit our service-related website [www.edenpureservice.com](http://www.edenpureservice.com) for numerous troubleshooting tips and possible service instructions if needed.

If you are unable to reach your Sales Representative and [www.edenpureservice.com](http://www.edenpureservice.com) does not answer your questions, you may contact our Resource Partner's Customer Service Team by calling 1-800-839-0966 or email us at [support@edenpureopportunity.com](mailto:support@edenpureopportunity.com). *Please have your proof of purchase handy when you make your call or Resource Partners will be unable to assist you. The information necessary for us to help you will be on your proof of purchase.*

*Thank you!*

## EdenPURE® Warranty Registration

**Please return this card within 30 days of purchase to activate your warranty.**

**Thank You.**

**E-mail Address** \_\_\_\_\_

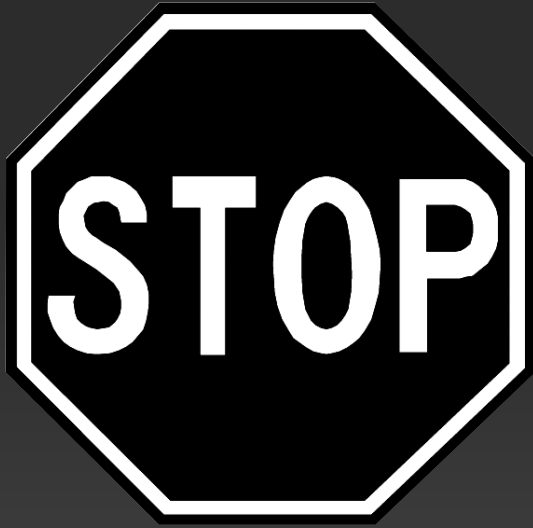
**Firstname** \_\_\_\_\_ **M.I.** \_\_\_\_\_ **Lastname** \_\_\_\_\_

**Street** \_\_\_\_\_ **Apt.#** \_\_\_\_\_

**City** \_\_\_\_\_ **State** \_\_\_\_\_ **Zip code** \_\_\_\_\_

**Model purchased** \_\_\_\_\_ **Serial#** \_\_\_\_\_

**Date of purchase: Month** \_\_\_\_\_ **Day** \_\_\_\_\_ **Year** \_\_\_\_\_



**DO NOT RETURN TO STORE**

If you have any questions about your EdenPURE® Heater,

**PLEASE CONTACT OUR  
CUSTOMER SERVICE TEAM AT:  
1-800-839-0966**

Monday - Friday 9 - 5 Eastern Standard Time  
Please have your receipt handy when calling.