

FAQs CONTINUED

- 5. Q: Can I move the heater around while it's running?**
A: No. It is not recommended to move any portable heater when it is operating. We recommended moving the heater only after it has been powered off and the fan has completely stopped.
- 6. Q: What is the life expectancy of the PTC heating element?**
A: The average life span of a PTC heating element is up to 80,000 hours. To replace a heating element, please call Customer Service at 1-800-839-0966 or visit www.edenpureservice.com.
- 7. Q: Can I use the heater and other appliances at the same time?**
A: Yes, as long as they are not running off of the same circuit. Zone heaters are considered an appliance and you should never run more than one appliance on a single circuit breaker. Your freezer, refrigerator, microwave, washing machine, dryer, heaters and other such appliances should not share a circuit breaker.
- 8. Q: Can I use an extension cord, surge protector, power strip or cord adapter with my heater?**
A: No. It must be plugged directly into a grounded outlet. If you don't have a grounded outlet, contact a licensed electrician to have one installed. Removing the grounding plug or altering any part of the unit will void the warranty.

THREE-YEAR LIMITED WARRANTY

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, for a period of three years from the date of purchase.

REFURBISHED HEATERS: 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, please have your proof of purchase handy and contact Customer Service at 1-800-839-0966. Prior to your call, we encourage you to visit www.edenpureservice.com for numerous troubleshooting tips and possible service instructions (if needed). You can also e-mail us at support@edenpureopportunity.com.

Thank you.

SAVE THESE INSTRUCTIONS

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

**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.**

TROUBLESHOOTING

Problem	Solution
Heater continues to run after I turn it off.	Wait. This is part of the normal cooling down process. DO NOT UNPLUG UNIT WHILE RUNNING.
Heater turns itself on and off.	Using its thermostat, this heater will turn itself off and on in order to maintain the temperature you have selected.
The air-flow seems diminished.	Most issues, including air-flow, can be resolved by cleaning the filter. Check manual for details.
When I turned the heater on, it started emitting a strange smell.	When the unit heats up, some users may notice a smell for the first few minutes. This smell is the result of various internal components coming into contact with elevated heat levels for the first time. The smell will dissipate after the unit runs for a few minutes.
The heater doesn't seem to produce as much heat as it once did.	First, try cleaning the filter (check manual for details). If cleaning the filter does not solve the problem, please call Customer Service at 1-800-839-0966 or visit www.edenpureservice.com .
The heater tripped a circuit breaker in my home.	The heater is an appliance. It's never recommended to run more than one appliance on the same circuit. Make sure the heater is plugged into a grounded, 3-prong outlet and that it does not share a circuit breaker with any other appliances.
The heater has stopped working and it will not come back on.	The heater is equipped with a safety feature that keeps it from getting too hot. If the heater will not turn back on, it could be because that safety feature was activated. Shut the power off, unplug the unit and let it cool down for approximately 30-45 minutes. Take this time to clean your filter. After the unit has cooled down, try plugging it in and turning it back on. If this does not solve the problem, please call Customer Service at 1-800-839-0966.
I plugged the unit in and pressed the power button on the front of the unit but the unit did not begin heating.	First, make sure the switch on the back of the unit is in the on I position. Second, you may need to raise the selected temperature to get the unit to come on. If neither of these solve the problem, please call Customer Service at 1-800-839-0966.

WARNING

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

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READ ALL INSTRUCTIONS BEFORE USING THE HEATER

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 choosing the TrustedCOMFORT by EdenPURE®

TrustedCOMFORT

PATENT PENDING

IMPORTANT SAFETY INSTRUCTIONS

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 BE PERFORMED ONLY BY AN AUTHORIZED SERVICE REPRESENTATIVE. ANY OTHER REPAIRS, ATTEMPTED BY ANYONE OTHER THAN AN AUTHORIZED SERVICE REPRESENTATIVE, WILL VOID THE WARRANTY. FOR AUTHORIZED SERVICE, CALL 1-800-839-0966 OR VISIT WWW.EDENPURESERVICE.COM.

WARNING

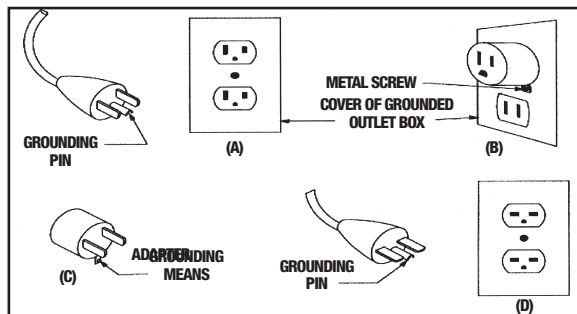


RISK OF ELECTRICAL SHOCK. DO NOT OPEN. NO USER-SERVICEABLE PARTS INSIDE.



When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- 1. READ ALL SAFETY INSTRUCTIONS BEFORE USING THE HEATER**
- This heater's grill 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, sides and rear of the heater.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Do not operate any heater with a damaged cord or plug, or after it has been dropped or damaged in any manner. In such cases, return the heater to an authorized service facility for inspection/repair.
- Do not use the heater outdoors or on construction sites.
- 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.
- 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 be tripped over.
- To disconnect the heater, turn the unit off, then remove the plug from the outlet once the fan has stopped running.
- Manual restart maybe required if power to this unit is interrupted.
- 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.
- To prevent a possible fire, do not block, or place anything in the front or rear of the heater.
- When performing filter maintenance, do not force the filter to dry using alternative methods. Doing so could damage the filter.
- A heater has hot and arcing or sparking parts inside.** Do not use in areas where gasoline, paint, or flammable liquids are used or stored.
- This product contains a button battery. If swallowed, it could cause severe injury or death in just 2 hours. Seek medical attention immediately.
- 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.
- 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 120v 15amp or higher grounded circuit receptacle only.** Do not plug the heater into a loose-fitting or broken receptacle. This heater is for use on 120 volts. The cord has a plug as shown at "A" in the Figure below. An adapter shown at "C" is available for connecting three-blade grounding-type plugs to two-slot receptacles. The green grounding lug extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box. The adapter should not be used if a three-slot grounded receptacle is available.



18. SAVE THESE INSTRUCTIONS.

NOT RECOMMENDED FOR

Basements • Garages • Sheds • Rooms with Vaulted Ceilings • Construction Sites
Outdoor Areas • Any Non-Insulated Area

PARTS AND FEATURES



READ ALL INSTRUCTIONS BEFORE USING THE HEATER

- We recommend keeping the packaging for off-season storage and for any transportation needs.
- Find a level and unobstructed location to place the unpackaged heater.
- Do not plug in or run any appliances on the same circuit that the heater is on.
- Plug the power cord directly into an unused, grounded outlet.

- Used to turn power to the unit on and off.
- Used to turn the heater on and off. This will only work if the master power switch (shown above) is on.
- Used to increase the desired temperature.
- Used to decrease the desired temperature.
- Used to switch between LOW and HIGH modes.
 - LOW MODE:** In low mode, the heater runs on a lower wattage in order to use less electricity. Running the heater in low mode can sometimes be more beneficial in smaller rooms where less heat is necessary.
 - HIGH MODE:** In high mode, the heater consumes more wattage but also produces more heat. High mode is recommended for larger rooms that are harder to keep warm.

IMPORTANT: To turn the heater off, press the "POWER" button; the fan will continue to run until all of the heat has been expelled. This could take up to 3 minutes in some cases. DO NOT UNPLUG WHILE RUNNING.

WASHABLE LIFETIME FILTER SYSTEM

TrustedCOMFORT heaters come with a washable lifetime filter 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 as often as necessary; a clogged filter will prevent the heater from working to its fullest capacity. If the heater is used in an extremely dirty or dusty area, the filter must be cleaned more frequently to keep it from clogging.

To clean the filter:

- Release the filter. (See pictures)
- Run warm tap-water over the filter in the opposite direction of air flow, until the 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 dry the filter after it has been rinsed.
- Shake the filter over a sink until excess water is removed and allow it to dry completely before reinstalling. **DO NOT** force the filter to dry using any alternative methods.
- Reinstall the filter to the rear of the unit by positioning the filter back in place and securing the filter back into the locked position.



1. Place your fingers on the bottom of the filter and press upward to release the filter from resting on the two tabs.



2. With the filter lifted off of the tabs, pull it toward you to release it.

PERFORMANCE RECOMMENDATIONS

To assure maximum performance, please follow the recommendations below:

- For best results, do not locate the heater in an area with a high rate of air movement, as the warm air may be removed from the area you are intending to heat.
- 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 heat toward itself, which will encourage more efficient heating.
- Do not place the heater next to a cold air return, as this will draw the heat away from the area to be heated and prevent efficient heating. Experiment with the placement of the heater to see what works best for you.
- To ensure maximum efficiency, a 40% (minimum) relative humidity should be maintained in the heated environment.
- The heaters are designed to operate for maximum efficiency in a room temperature range from 40° to 90° F.
- 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 heater to your desired comfort level. After all, there is no point in heating multiple rooms when they are not in use.
- 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.

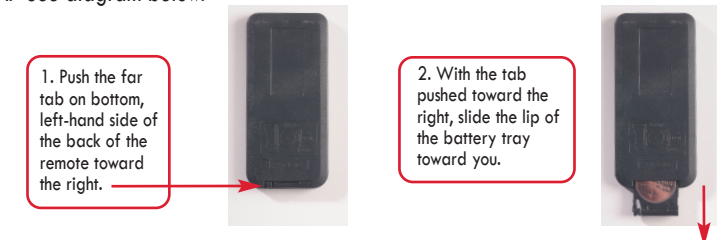
FAQs

1. Q: How do I get the filter off?

A: See "To Clean the Filter" section of this manual.

2. Q: How do I get the remote cover off?

A: See diagram below.



3. Q: Where do I find the serial number?

A: On the back of the heater, there is a large, black, rectangular sticker. Toward the middle of the sticker is the serial number.



4. Q: What does the red light that comes on when I plug the unit in mean?

A: The light simply indicates that the unit is plugged in, the master power switch is in the on position and that it can be turned on for use at any time.

FAQs Continued on Back

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