

# SCI

Resource Partners



## 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 visit our website at [www.rppurchase.com](http://www.rppurchase.com) or call 1-866-786-8946

Thank you for purchasing the SunTwin®  
Quartz Infrared Portable Heater.

# Healthy Home Resources

SCI Resource Partners is a Division of Suarez Corporation Industries

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## **WARNING**

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

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## **WARNING**

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

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



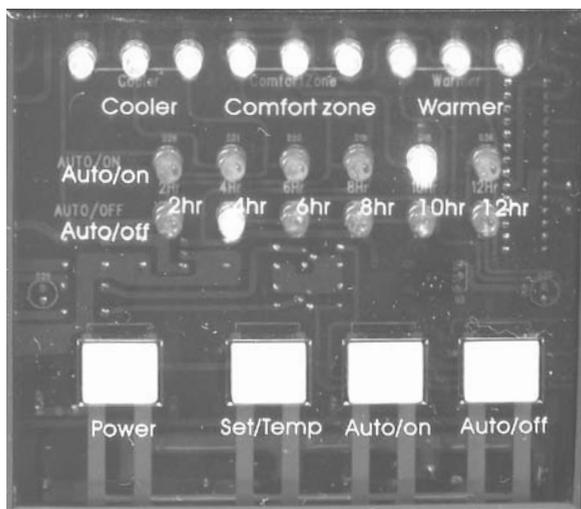
## **Use Restrictions**

### **READ ALL INSTRUCTIONS BEFORE USING THE HEATER**

- DO NOT** plug heater into any other cord connected device such as a power strip, surge protector, multiple outlet adapter, grounding adapter, outlet-type air fresheners or extension cords. Plug into a 3-prong 110v 15 amp or higher grounded circuit receptacle only.
- DO NOT** plug the heater into a loose fitting or broken receptacle.
- DO NOT** alter the heater's design or you will void the warranty.
- DO NOT** block the front or rear of the heater.
- DO NOT** place anything directly in front of the heater.
- DO NOT** cover the unit as this may block airflow and cause the heater to malfunction.
- DO NOT** use the heater outdoors or for heating construction sites.
- DO NOT** use the heater in wet or moist locations such as a bathroom or an area with standing water. This is to prevent risk of electric shock and injury to persons.
- DO NOT** force the filter to dry using any alternative methods when performing filter maintenance; doing so could damage the filter.

# Operation • Care • Service

**READ ALL INSTRUCTIONS BEFORE USING THE HEATER**



## **Operation** – 7 step set-up for SunTwin® Heater

- 1) Unpackage heater: cut open tape area, fold back flaps and gently turn entire box upside down. Lift box from styrofoam packing. Remove styrofoam, turn upright. We recommend keeping the packaging for off season storage and any transporting 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.
- 4) Insert 2 “AAA” batteries into the battery compartment of the remote control.
- 5) Push the “Power” button either on the control panel or remote control.
- 6) Set the temperature by pushing the “Set/Temp” button. It is recommended that you start at the highest setting as the room heats up, decrease the temperature to maintain your desired level of warmth. Once a comfortable setting is reached the heater will cycle off and on as needed to maintain your desired comfort level.
- 7) The control panel lights will turn off approximately 10 minutes after starting the unit or adjusting temperature. This is a “sleep” feature; your unit is still running.

# Operation • Care • Service

## **Auto On and Off**

The heater is equipped with an automatic On and Off feature. This is a unique timer feature that allows you to adjust the time at which your heater will turn on or off. The heater can be set to turn on or off in 2 hours, 4 hours, 6 hours, 8 hours, 10 hours or 12 hours.

## **Auto On**

- 1) While the heater is off, press the Auto/On button repeatedly until the number of hours you desire for a delayed startup are displayed.
- 2) Press the Set/Temp button until the display shows your desired comfort level.
- 3) The heater will now turn itself on in the number of hours you have selected. The heater will stay on and cycle regularly.

## **Auto Off:**

- 1) While the heater is operating, press the Auto/Off button repeatedly until the number of hours you desire the heater to power off are displayed.
- 2) The heater will now shut off automatically in your desired number of hours.

\*You cannot use the Auto/On and Auto/Off features at the same time.

## **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 Heater.
- 2) Wind up electrical cord 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 contact the dealer you purchased your heater from or find an authorized service center in your area by visiting us at [www.rppurchase.com](http://www.rppurchase.com) or call us toll-free at 1-866-786-8946.

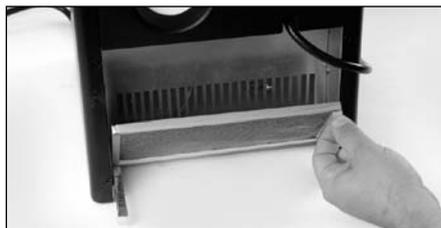
**SAVE THESE INSTRUCTIONS**

# Filter Maintenance

## POLYTRON STATIC FILTER SYSTEM

The SunTwin® Heaters come equipped with a lifetime washable POLYTRON static filter which is easy to clean. The manufacturer recommends the filter be cleaned once a month or as needed. To do this, follow these steps:

- 1) Pull up on the latches on each side of the filter to release the filter. Remove it from the rear of the unit by tilting out and lifting up at the same time.



- 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 clean 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 and secure side latches by raising them up and locking them down in place.

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### **WARNING**

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

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# Benefits

## **Safety**

The SunTwin® Heaters have an excellent safety record. They produce safe, clean, economical heat by using Infrared Quartz Heating Elements. The unique SunTwin® Heaters use a process that virtually prevents wasteful accumulation of heat on the ceiling. These heaters deliver ultimate comfort by keeping the heat virtually even from “head-to-toe.”

## **Zone Heating Control**

SunTwin® Heaters provide heat only where and when it is needed. These heaters are less expensive per heated square foot and do not require costly duct installation. The heaters use standard 110 volt current and do not require special 220 volt wiring or a chimney vent.

## **Healthy Heat**

SunTwin® Heaters produce heat that is as safe as the infrared rays of the Earth’s sun, producing natural outdoor heat indoors.

The SunTwin® Heaters have low operating and maintenance costs. The fan motor is the only moving part and is equipped with quality trouble-free controls. There are no burners to rust, corrode, adjust, and no pilot light to waste energy. Safe, clean, long-life infrared Heating Elements provide the heat energy. They are easily and inexpensively replaced when needed. Average element life is 5000+ hours or approximately 3 to 5 years. The heaters are constructed of lifetime metals (copper and galvanized steel).

## **Ultimate Comfort**

SunTwin® Heaters provide even heat distribution and warm floors. The heaters thermostatically control, circulate, and recycle heated air at the floor for maximum use and comfort. The floor to ceiling temperature differential is minimal.

As the Quartz Infrared Elements operate, you will notice the heater’s ability to heat does not depend on a high-speed flow of air. Instead, the gentle flow of air promotes more effective heat mixing action and air stability at the floor.

These heaters will not burn, dry out, or otherwise pollute the air with impurities. This protects the humidity level and air quality important to breathing comfort and personal health.

SunTwin® Heaters have no messy tanks to fill, wicks to clean, wood to hassle with, ashes to carry, and leaves no soot film on walls or draperies. The heaters are convenient to use, just plug into any unused grounded 110 volt 15 amp or higher circuit receptacle.

# Performance Suggestions

To assure maximum performance of the SunTwin® Heater, please note the following recommendations:

- 1) For best result 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 towards a cooler outside wall. The cooler outside wall will tend to draw the generated heat towards 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, temperatures at 68 degrees will feel like 72 degrees. This is due to the heat mixing with humidity evenly 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) Try placing the heater a few feet above the floor in rooms with large areas of bare concrete. 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 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 SunTwin® heater to your comfort level. After all, there is no point to 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 the filter can clog and cause the heater to stop working.

# Questions and Answers

## **Why does the Blower Fan keep running after I have turned off the rocker switch?**

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. You would contact your local service center by visiting our website at [www.rppurchase.com](http://www.rppurchase.com) or by calling 1-866-786-8946.

## **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 on page 5.

## **Once I initially plug the unit in and turn it on, how long will it take to heat my room?**

Generally, it takes less than an hour. Please remember that with any type of heating process there are many variables. Size of the room, how well the room is insulated, how many doors/windows, how much bare concrete (which acts as a heat sink with any type of heating), the opening and closing of an exterior door, etc...

## **Can I use the heater to heat multiple rooms at the same time?**

Yes. Keep in mind the heating will vary based on how open your floor plan is and the sizes of the rooms involved. We have heard back from customers stating that with the help of ceiling fans they have been able to heat multiple rooms simultaneously by placing the unit in a central room. Our suggestion, give it a try and see what works best for you.

## **My home is not insulated very well, will this heater help me?**

Yes, but keep in mind that rooms with little insulation will not retain the heat as efficiently.

## **Can I use the heater if I have vaulted or cathedral ceilings?**

Yes, but it will take a little longer to heat the room initially. Once the room has reached the desired temperature it will cycle on and off accordingly.

## **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

# Questions and Answers

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 once the fan has completely turned off.

## **What is the life expectancy for the Quartz Elements?**

Average element life is 5000+ hours or approximately 3 to 5 years. The Quartz Elements are replaceable by an authorized service dealer.

## **What is Zone Heating?**

Zone heating is all about focusing heat where people spend the most time. After all, there is no point to heating multiple rooms to 68+ degrees when these rooms are not in use.

## **How many kilowatts per hour does the heater use?**

The heater was tested by an independent lab in a home environment and determined to use 1.263 kilowatts per hour.

## **What is the BTU Rating for the heaters?**

Heater is approximately 5000 BTUs.

The BTUs are basically irrelevant as a unit of measure since the patented heating process of the SunTwin® INTENTIONALLY does not operate using old inefficient methods of heat combustion, which is rated by using the BTU rule. Our heating method is far superior for efficiency, safety, comfort, and is providing a natural healthy indoor environment.

## **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 larger 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 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.

# Warranty Card

## WARRANTY:

SCI Resource Partners 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 one year from the date of purchase.

## 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 WARRANTY 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 SCI RESOURCE PARTNERS 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 of 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 by the Company in the literature or specifications.

## WARRANTY RESTRICTION:

This warranty is invalid if the factory-applied serial number has been altered or removed from the product.

## WARRANTY CLAIM PROCEDURE:

To obtain warranty service customer must:

- 1) Provide proof of purchase in the form of a Bill of Sale or receipted invoice, evidence unit is within the warranty period.
- 2) Contact the Dealer you purchased your equipment from.

If the original order was shipped from our facility within 30 days, SCI Resource Partners will pay shipping both ways.

Within 31-60 days the customer will pay shipping charges back to the point of purchase for repair or replacement. SCI Resource Partners will pay for return shipping to the customer.

After 61 days the customer will be responsible for shipping expensed incurred both ways.

If the original order was purchased from a local dealer - return to your local dealer for service

## EXTENDED WARRANTY:

Within 30 days from date of purchase customer will have the option of purchasing extended warranty coverage through their Authorized local Service Center.

Please clip and return warranty card below

## SCI Resource Partners' 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: \_\_\_\_\_ Place of Purchase: \_\_\_\_\_

Name of Representative or Service Center: \_\_\_\_\_

Are you interested in your own Distribution Business? Yes \_\_\_\_\_ No \_\_\_\_\_

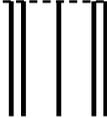
Phone : \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Best time to contact you \_\_\_\_\_

# Thank you for purchasing the SunTwin<sup>®</sup> Portable Heater!

Please register your warranty information by  
mail within 30 days of purchase.

Suarez Corporation Industries  
Resource Partners  
7800 Whipple Ave. NW  
North Canton, Ohio 44720-6928

1-866-786-8946  
[www.rppurchase.com](http://www.rppurchase.com)



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