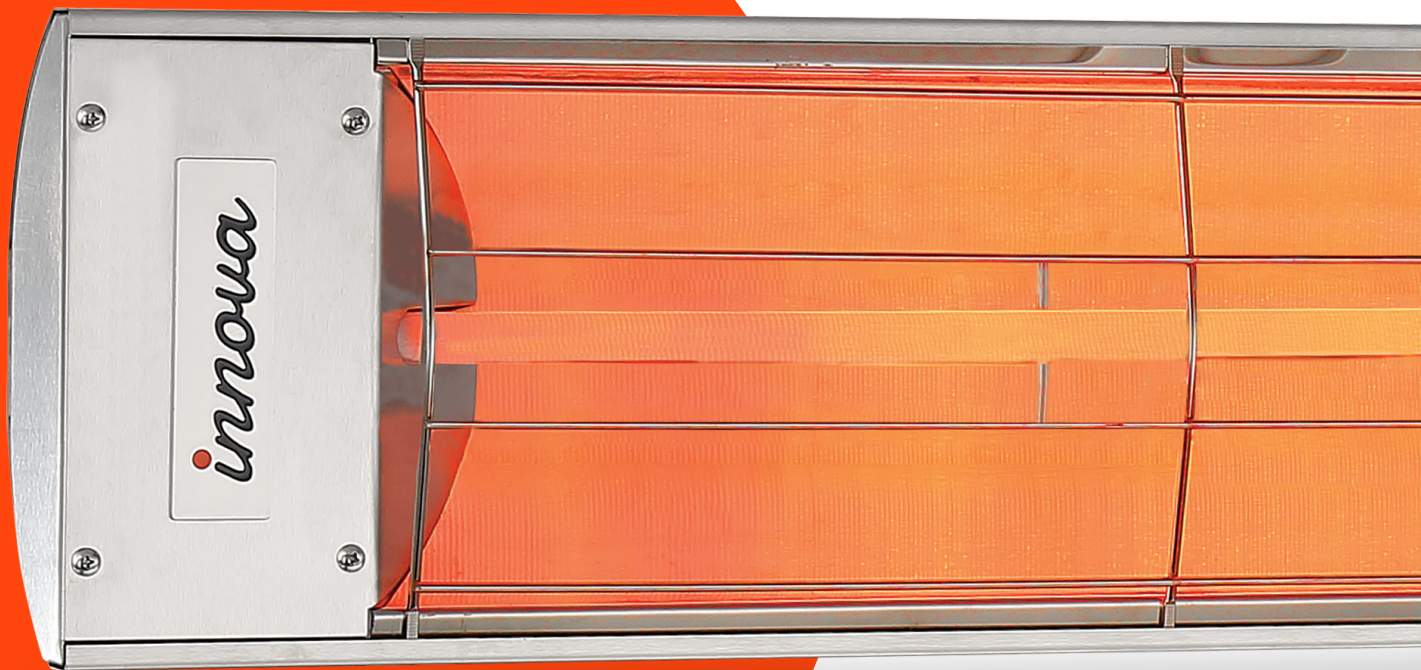


# INSTALLATION, INSTRUCTION & SERVICE MANUAL



**PLEASE SAVE THIS  
MANUAL FOR  
FUTURE REFERENCE.**

READ THIS MANUAL CAREFULLY.  
SEE INSIDE COVER FOR IMPORTANT  
INFORMATION ABOUT THIS MANUAL.  
KEEP INSTRUCTION WITH  
APPLIANCE FOR FUTURE REFERENCE.

Thank you for choosing Innova Heating Co. to meet your heating needs. This manual is designed for our EF15, EF17, EF18, and EF19 series of heaters.

In order to ensure your heater provides efficient, safe and comfortable heat, please take the time to review this manual.

Before installing your heater, review the safety information found on page 4, page 5 and page 9. Strict adherence to these guidelines is necessary to prevent personal injury or property damage.

Pages 9 through 16 reviews essential installation and assembly instructions, containing placement and orientation guidelines that are extremely important to a safe and efficient installation.

Please keep this manual in a safe place for future reference and urgent needs.

Please contact our customer service department or visit our website at <https://innovaheatingco.com> for the latest instruction manual.



Head Office:

33 West Beaver Creek Road, Richmond Hill, ON L4B 1L8 Canada  
Tel: 1.800.660.5391  
[www.InnovaHeatingCo.com](http://www.InnovaHeatingCo.com)

Pat. [www.InnovaHeatingCo.com/patents](http://www.InnovaHeatingCo.com/patents)

Note: Innova Heating Co. reserves the right to make changes to specifications, parts, components and equipment without prior notification. This Installation, operation and service manual may not be reproduced in any form without prior written consent from Innova Heating.



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**PLEASE READ ALL INSTRUCTIONS PRIOR TO INSTALLING OR USING HEATER.**

This unit may cause a shock or possible ignition if service is attempted without first disconnecting its power source.

Keep electrical cords, drapery, furnishings and other combustible materials at least 3.3ft (1m) from the heater’s front fascia and keep them away from the two sides and rear.

**A LICENSED ELECTRICIAN IS REQUIRED TO INSTALL THIS PRODUCT.**

**GOOD TO KNOW!**

For optimal heater performance and longevity, a 15 minute cool down period is recommended after 4 hours of continuous usage.



**WALL & CEILING HEIGHT/CLEARANCES**



For the Canadian market, Heater must be installed more than 8ft (2.4m) off the floor.



For the American market, Heater must be installed more than 6ft (1.8m) off the floor.

- All adjacent heaters must be installed more than 3.3ft (1m) apart from each other.
- Heater should never be blocked by any other object.
- Heater should not be operated within 25ft (7.6m) of any flammable or explosive materials.
- Heater is not to be used if the heating element is damaged or cracked.
- According to local wiring codes, disconnection provisions should be incorporated in the appliance.
- When possible, install heaters under a protective covering such as a roof when it is used in an outdoor application. This will prolong the product’s life and maintain its appearance.

	WALL-MOUNTED	CEILING-MOUNTED
Min. distance from adjacent wall	18"	18"
Min. distance from ceiling	12"	6"
Min. distance from vertical surface	18"	18"
Min. distance from floor	72" for UL Listed. 96" for CUL Listed	72" for UL Listed. 96" for CUL Listed



## WARNING

The heater should only be used as described in this manual. Any use not recommended by the manufacturer may result in fire, electric shock, or personal injury.

Read and understand the installation, operating, and maintenance instructions thoroughly before installing or servicing this equipment. Only trained, qualified personnel with proper electrical experience may install or service this equipment. Improper installation, adjustment, alteration, service, or maintenance can cause property damage, serious injury, or death.

Damage caused by improper use is not the responsibility of the manufacturer. It is important to use this appliance responsibly and to follow all the procedures, warnings, and safety instructions contained in this manual. Any use not recommended by the manufacturer may result in fire, electric shock, or personal injury.

Some parts of this product can become very hot and cause burns. Keep bare skin away from hot surfaces to avoid burns. The front, sides, and rear of the heater should be at least 3.3ft (1m) away from flammable materials such as furniture, pillows, linen, papers, clothes, etc.

Placement of explosive objects, flammable objects, liquids, and vapors close to the heater may result in explosion, fire, property damage, serious injury, or death. Do not store or use explosive objects, liquids, or vapors in the vicinity of the heater.

The outside surfaces of the heater are hot during operation and after operation. If contact is made, permanent skin damage may occur. Do not move, handle, or service the unit during operation or while hot.

In order to avoid overheating, never under any circumstances cover the appliances during operation, as this would lead to dangerous overheating.

Failure to comply with the published clearances to combustibles could result in personal injury, death, and/or property damage.

Particular attention must be given where children and vulnerable people are present. Children should be kept away unless continuously supervised.

If the power cable has been damaged, it must be replaced by the manufacturer or the technical service center or by a qualified person so as to avoid all risks.

Do not attempt to alter the unit in any manner, including painting the surface of the unit.

Do not insert any foreign objects to the front cover or front opening of the heater as this may cause an electric shock or fire or damage the heater.

Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.

### INSTALLATIONS:

Installations must comply with local building codes; all electrical connection must be in compliance with the National Electric Code (NEC) and local codes for outdoor wiring. Contact the local building inspector and/or fire marshal for guidance.

The packaging needs to be removed before installation, please contact supplier if there is any damage or defectiveness on the appliance.

Heater and switches should not be installed near bathtubs, wash basins, showers, sinks, swimming pools, recreational vehicles, boats, and wardrobes.

The appliance must not be located in front of or below a fixed socket-outlet.

Before using the appliance check the label on the heater for proper voltage, please make sure the requirement of the power socket and power supply line correspond to the load specified. Check the current capacity of your fuses. **HEATER MUST CONNECT TO EARTH PROVIDED SOCKET.**

Safety warning labels must be maintained on the heater. Contact either your local distributor or the product manufacturer for obtaining replacement signs or labels.

Never place the power cable on top of the heater or under any coverings. Power cord need to be placed away from the traffic areas.

The heater can only mount horizontally to prevent from swaying and putting stress on the heating elements. Check local codes for seismic bracing requirements for outdoor heating equipment.

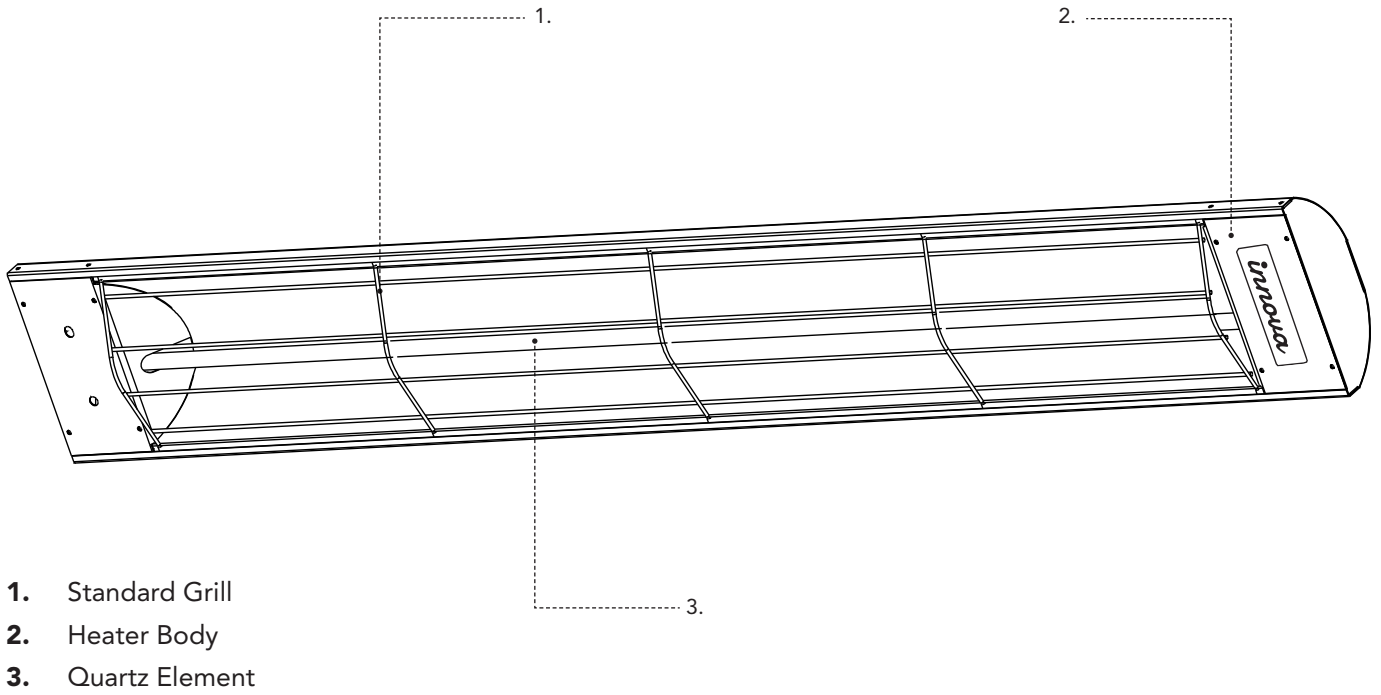
Air flow must not be restricted. The space above the heater must not be enclosed in order to allow air for ventilation.



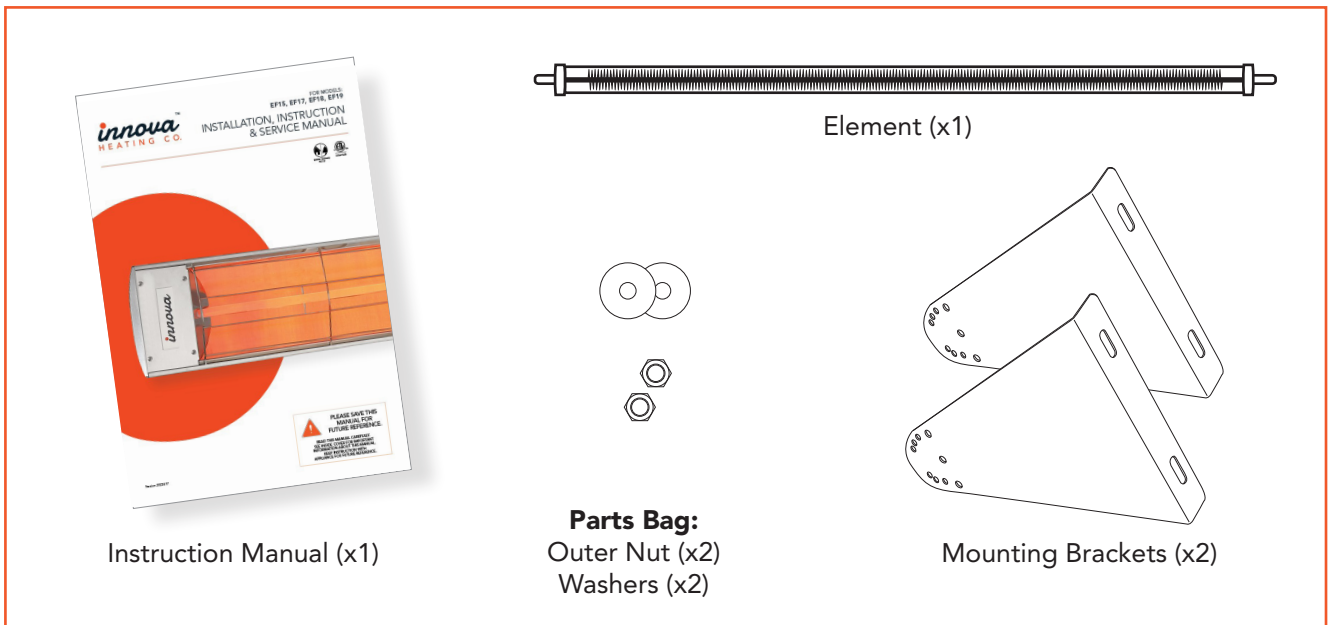
**CAUTION – High temperature, risk of fire, keep electrical cords, drapery, furnishings, and other combustibles at least 3.3 feet (1m) from the front of the heater and away from the side and rear.**

**Each enclosed area within which the heater is located shall have a temperature control device.**

**The heater does not feature a device to control ambient temperature. All users should be made aware of all aspects of operation and safety and these instructions should be retained for reference.**



**What's in the box?** Please inspect that all parts are included in the package.



## Applicable Codes and Standards

Installation of this heater shall be in accordance with the National Electrical Code, NFPA 70, or the Canadian Electrical Code, Part 1, C22.1, and any applicable local codes.

Innova Heaters are designed and manufactured for residential / commercial heating applications for indoor and outdoor use, in accordance with the Standard for Fixed and Location-Dedicated Electric Room Heaters, UL 2021, and the Canadian Standard for Electric Air Heaters, CSA C22.2 No. 46.

## Technical Specifications

MODEL #	OUTPUT WATTAGE	SUPPLY VOLTAGE	SUPPLY AMP DRAW	DIMENSIONS	WEIGHT
EF15120	1500W	120V	12.5	42" x 9" x 9" 106.7 x 22.9 x 22.9cm	15.4 lbs (7Kg)
EF17120	1700W	120V	14.2	42" x 9" x 9" 106.7 x 22.9 x 22.9cm	15.4 lbs (7Kg)
EF18120	1800W	120V	15.0	42" x 9" x 9" 106.7 x 22.9 x 22.9cm	15.4 lbs (7Kg)
EF19120	1900W	120V	15.8	42" x 9" x 9" 106.7 x 22.9 x 22.9cm	15.4 lbs (7Kg)

Turn the heater on only when you need heat and avoid any misuse.



Do not use the heater if the ambient temperature exceeds 80°F (26.6°C). Before connecting the appliance make sure that the voltage is the same as indicated on the device and the line supply is corresponding to the relevant electrical code.

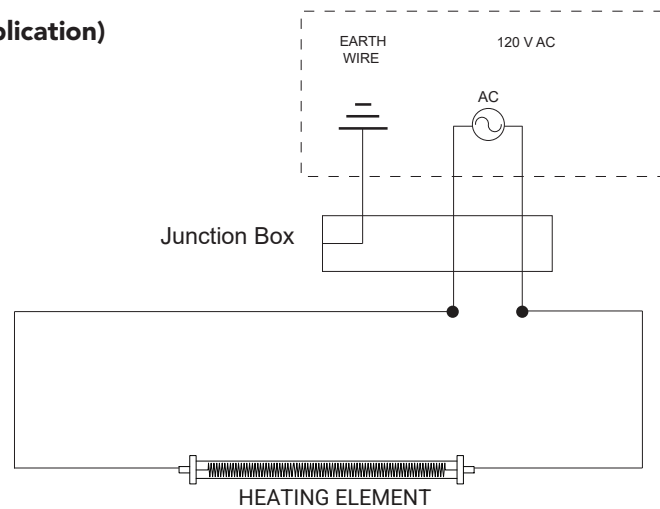
This heater **MUST** be permanently installed. An authorized/licensed electrician is required for hard-wired installation. Do not perform maintenance, or carry out installation or assembly procedure while electrical power is switched on.



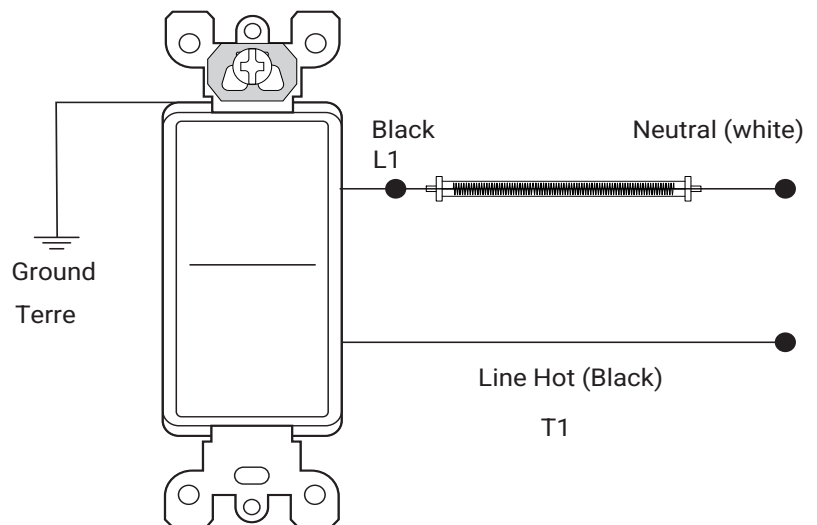
### ELECTRIC SHOCK HAZARD!

Serious injury or death may occur. Disconnect from electrical supply before installing or servicing this heater. Read and follow installation requirements outlined in this manual. The Appliance **MUST** be connected to a properly grounded electrical source.

### WIRING DIAGRAM (For hard-wired application) EF15, EF17, EF18 AND EF19 MODELS



### WIRING DIAGRAM FOR HARD-WIRED APPLICATION USING INNOVA HEATING CO. SWITCH MODELS EFSSPS1 AND EFSSPW1 (sold separately)

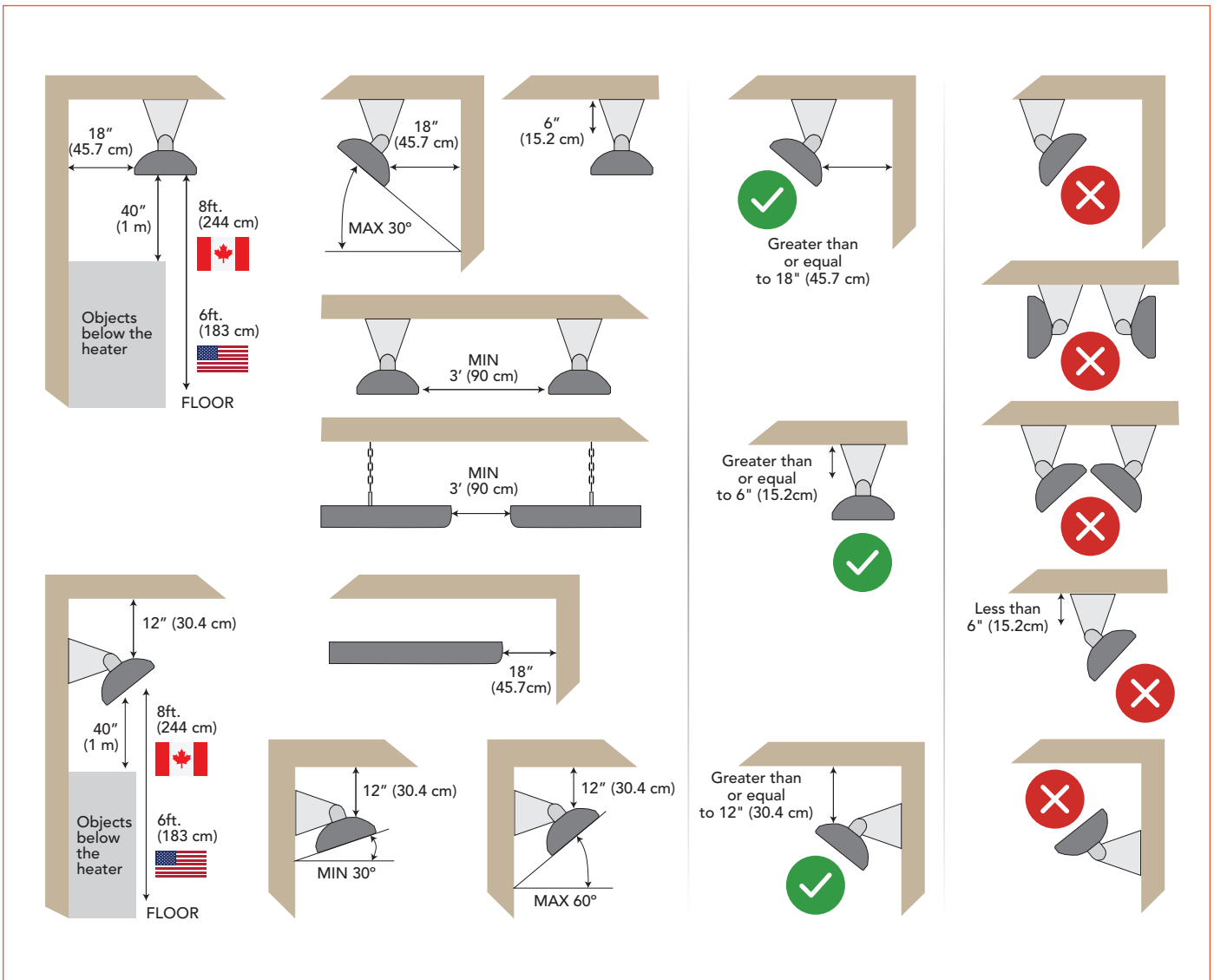


Please contact us or browse our website at [www.innovaheatingco.com](http://www.innovaheatingco.com) for more information.



# Mounting Height / Clearances

1. The minimum installation height from the floor to the heater shall be:  
**6ft (183 cm) American Standard, 8ft (244 cm) Canadian Standard**
2. The minimum clearances from the ceiling, walls and other objects are shown in the pictures below.
4. Building materials with low heat tolerance (i.e. plastics, vinyl siding, canvas, tri-ply, etc.) may be subject to degradation at lower temperatures. It is the installer's responsibility to ensure that adjacent materials are protected from deterioration.



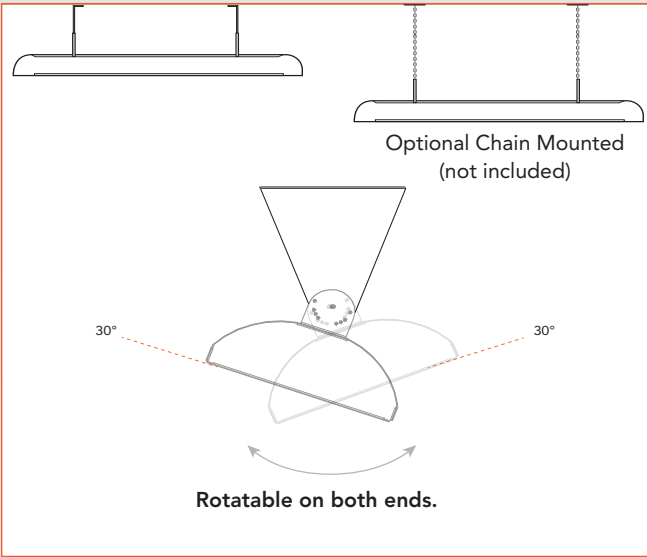
**Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.**



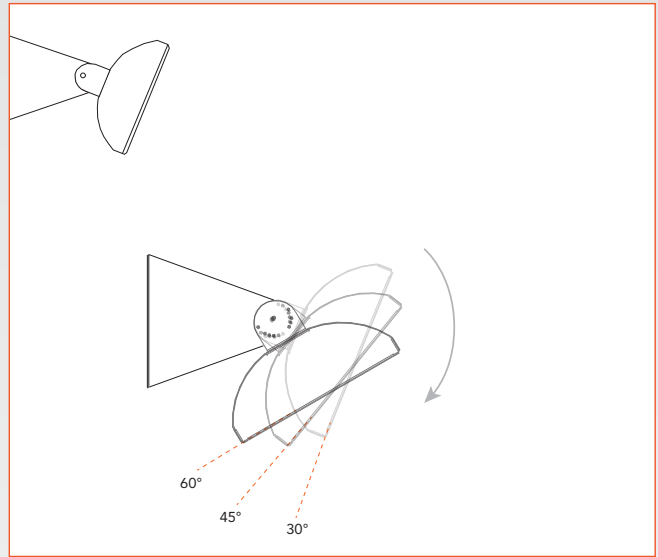
**Once the product is powered, it automatically goes into ON mode. It will take a few minutes after powering on to reach the maximum temperature.**

# Ceiling Mount

## CEILING MOUNT APPLICATION

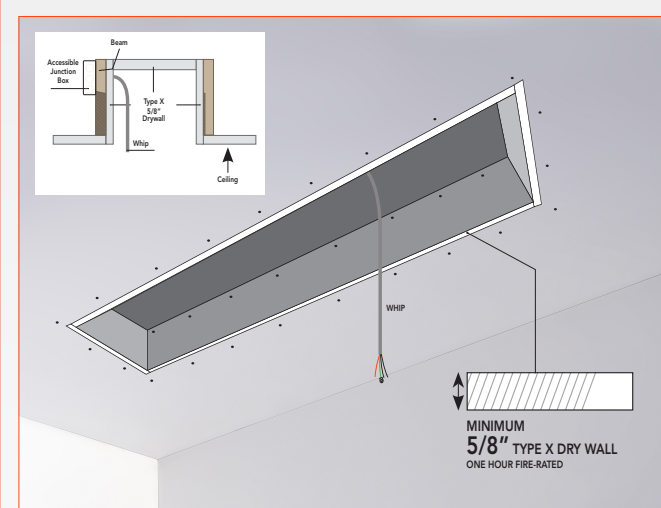


## WALL MOUNT APPLICATION

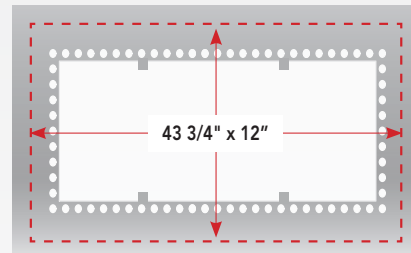


**Make sure heater is levelled during installation to achieve equal heat distribution. Improper levelling can cause shorter lifespan of the Quartz Element**

## FLUSH MOUNT APPLICATION

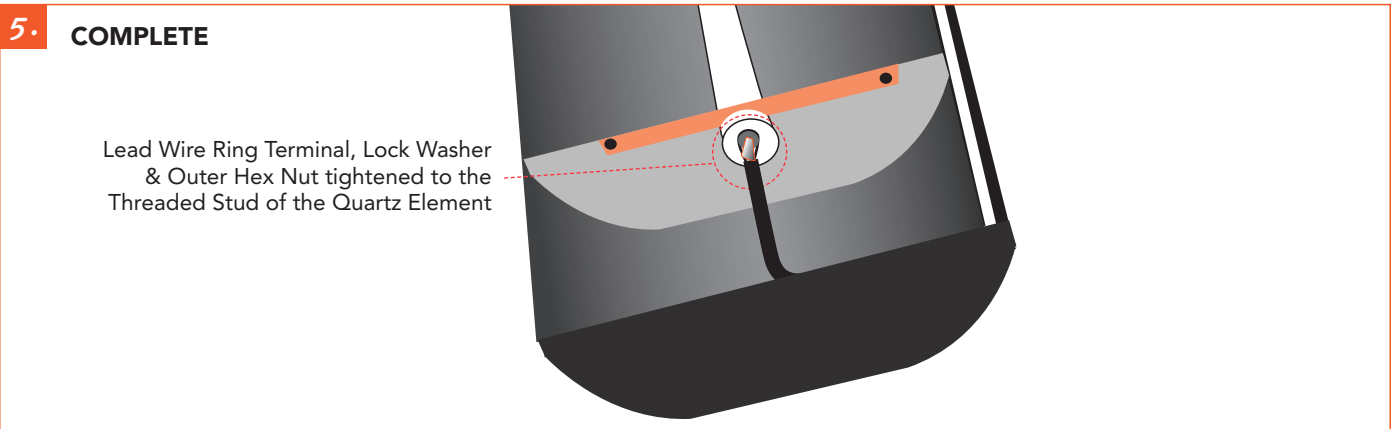
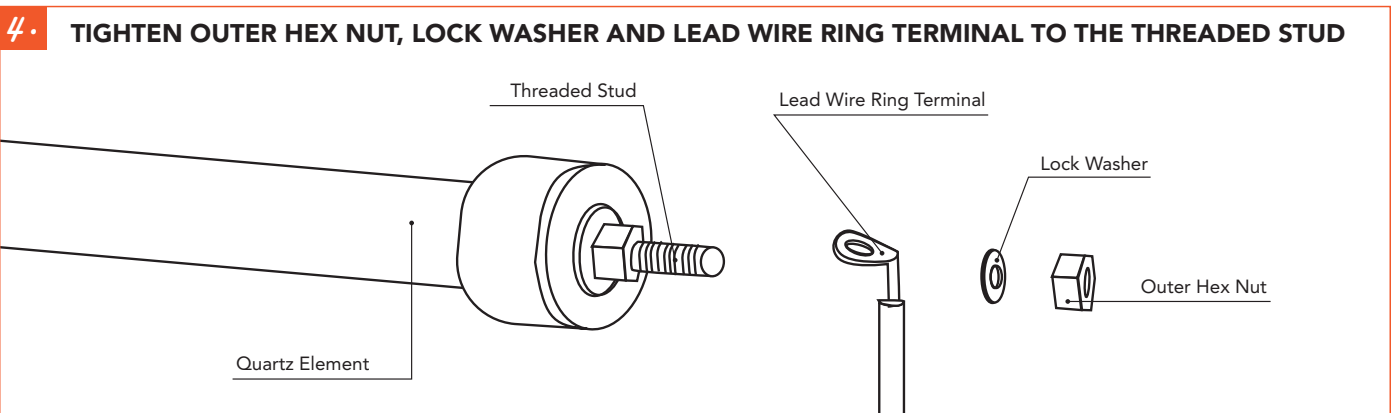
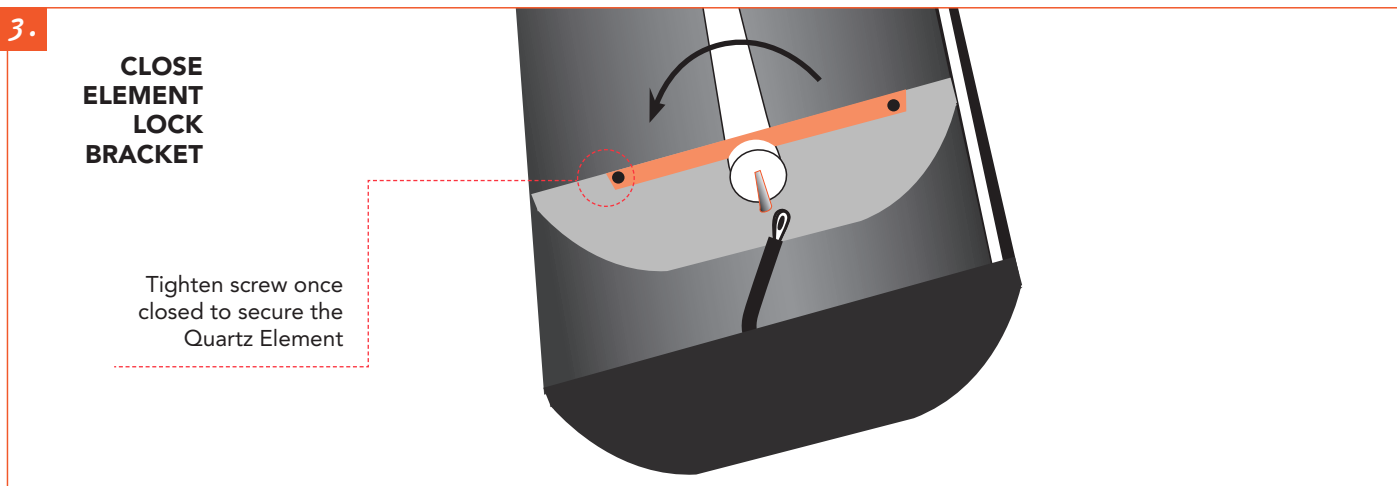
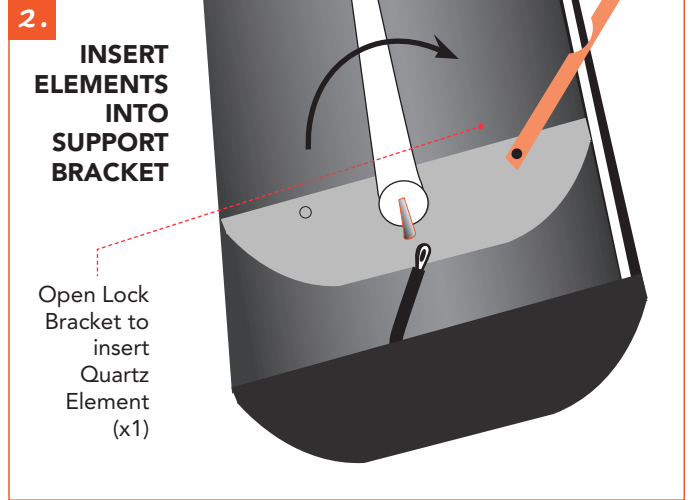
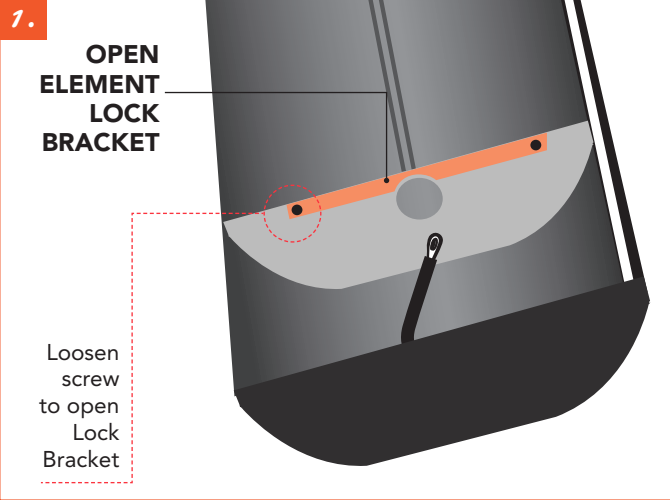


### EF39FMPFS - 39" FLUSH MOUNT FRAME\*



**Please reference FLUSH MOUNT KIT (MODEL# EF39FMPFS/ EF39FMPFB) Instruction Manual for Flush Mount application**

\* SOLD SEPARATELY



## Maintenance Instructions



**Before cleaning, make sure the power has been turned off at the circuit breaker panel and that the heating element of the heater is cool. Never immerse the appliance in water or any other liquid. Cleaning and maintenance must be performed by the user and not by unsupervised children.**

1. It is important that these heating units are regularly cleaned to ensure long and efficient operating life.
2. To clean, use a soft damp cloth and then dry thoroughly.
3. Make sure all parts are dry before powering the heater.
4. These heating units should be cleaned and inspected every three months.
5. Avoid the use of harsh detergents, solvents, and abrasive or aerosol cleaners as they may damage surfaces.
6. When cleaning the heater, always inspect the back of the heater for build-up of insects, bird droppings, dust, salt build-up, etc. and clean back thoroughly.

## Technical Service



**Always disconnect the appliance before doing any maintenance operation.**

1. If the heater is removed from mounting brackets, it should be stored in an undercover dry location.
2. Always inspect the heater after high winds, earthquake, vandalism or any other unusual event that may have affected the heater. Ensure all parts are dry before powering the heater.
3. Any maintenance service, excluding cleaning, must be carried out by an authorized manufacturer representative.
4. If you have any question about your appliance, call the local authorized distributor.

Item #	Description	Volts	Watts	Length (in)	Fits
EF15120E	1500W 120V Quartz Element	120	1500	33	EF15120
EF17120E	1700W 120V Quartz Element	120	1700	33	EF17120
EF18120E	1800W 120V Quartz Element	120	1800	33	EF18120
EF19120E	1900W 120V Quartz Element	120	1900	33	EF19120

Please check the markings on the element for proper wattage and voltage



**Need help?** To order replacement elements for your Innova Heating System, please contact us via phone or visit our website.

Item #	Description	Qty	Fits
EF39BOD	Body Reflector – 39"	1	EF15120
EF39LWR	LEAD WIRE SET,39IN	1	EF15120
EFMBSS2	GRILL GAURD,39IN,SS	2	EF15120
EFMBBL2	MOUNTING BRACKET,2PC,SS	2	EF15120S
EF39GGRD	MOUNTING BRACKET,2PC,BLK	1	EF15120B

## General Notes

- Innova Heaters are furnished with wall/ceiling mount swivel brackets. If the heater is hung with chains, special bracketing, or installing with a frame, these brackets can be discarded.
- For pricing and a full list of models with descriptions and voltages, please see product brochures.
- For optimal comfort, it is best to heat from two sides rather than from just one. However, this may not be practical in some cases.
- Coverage areas vary in size, depending on personal comfort level and weather conditions.
- The performance of heaters in extreme cold/windy environments may be reduced.

# Manufacturer Warranty

Our heater is designed to provide you and your family with great outdoor experiences for years to come. To register, please fill in the Model and Serial number as well as the date of purchase in the areas below. For future reference, please save this information. Your electric heater's owner's manual should be carefully read before use. Please make sure that all family members are aware of the proper way to operate the heater and how to prevent serious injury.

Innova Heating warrants that this electric heater is designed and manufactured to be free from defects in materials and workmanship for a period of three years from the original date of purchase.

## THREE YEAR LIMITED WARRANTY

THIS WARRANTY IS APPLICABLE TO THE ORIGINAL OWNER ONLY in accordance with the warranty terms and conditions specified below.

Innova Heating Co. (warrantor) will furnish the original owner replacement parts for any component part which fails before three years of use from date of original purchase. At our option, Innova Heating Co. may offer to rebuild or replace the heater within the limited warranty period. Installation, use and maintenance must be in accordance with instructions contained in the Installation Instructions.

## THE WARRANTY DOES NOT COVER:

- Service and labor costs incurred for diagnosing, removing or reinstallation of the heater(s) or parts(s) thereof.
- Shipping and delivery charges.
- Damage or repairs due to faulty installation, misapplication, negligence, thermal shock, earthquake, flood, fire, and purposeful damage to the heater.
- Failure to operate due to electrical service issues including voltage conditions, blown fuses or circuit breakers.
- Damage due to the inadequacy or interruption of electrical service.
- Normal product wear (oxidation, scratches, heating element replacement, etc.)

## GENERAL CONDITIONS PERTAINING TO WARRANTY

The warranty shall be null and void if the heater is not installed by a licensed heating contractor and/or licensed electrician or if the heater is not installed according to the Installation Instructions, normal industry practices and/or if the heater is not maintained and repaired according to the instructions.

Written permission is required for the return of any parts or equipment and any such return must be made on the basis of transportation charges prepaid. Shipment may be refused unless prior written permission is obtained and good returned prepaid.

## LIMITATION ON IMPLIED WARRANTIES

Implied warranties, including any warranty of merchantability imposed on the sale of this heater under provincial or State law are limited to three year duration. Some states do not allow limitations on how long an implied warranty lasts.

## CLAIMS PROCEDURE

Any claim under this warranty should be initiated with the dealer who sold the heater, or with any dealer handling the warrantor's products. If this is not practical, the owner of the heater should contact Innova Heating Co. toll free at 1-800-660-5390 (hours of operation 8-5 MF) or via email [info@InnovaHeatingCo.com](mailto:info@InnovaHeatingCo.com).





Innova WARRANTY REGISTRATION

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State/Province: \_\_\_\_\_ Zip/Postal Code: \_\_\_\_\_

Country: \_\_\_\_\_ Phone: \_\_\_\_\_

Model #: \_\_\_\_\_ Serial No. #: \_\_\_\_\_

Dealer's Name: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

Dealer's Address: \_\_\_\_\_

This Warranty Registration Card must be returned within 30 days of purchase to properly activate your warranty.  
This information is for our internal use only.



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*innova*  
HEATING CO.

[www.InnovaHeatingCo.com](http://www.InnovaHeatingCo.com)



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