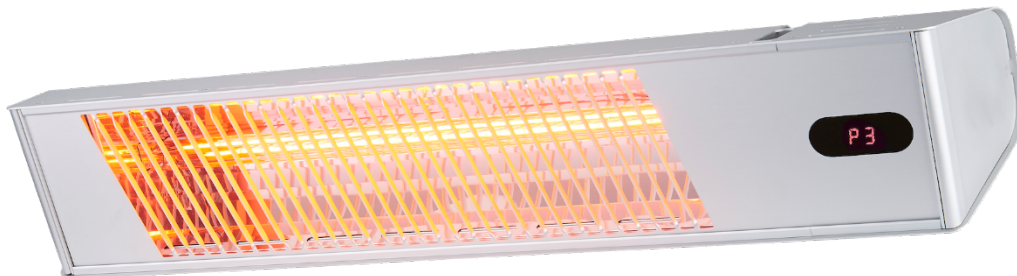


Excelair

By Excelsior

Outdoor Heater Instruction Manual



Model EOHA20GR & EOHA20AR

IMPORTANT

Please carefully read the Operation Manual before using the infrared heater. This Operation Manual contains the important information on your safety, as well as some recommendations on proper use of the appliance and its maintenance.

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CONTENTS INCLUDED

- Heater fitted with flexible cord and plug
- Operating and Installation Instructions
- One small box contains 1 set of Brackets
- One Stainless Steel Frame bracket
- One remote control
-

SAFETY INSTRUCTIONS

- During use of the infrared heater, it is necessary to observe some precautions. Improper operation with disregard of precautions may result in infliction of harm to health of the user and other people, as well as in infliction of damage to their property.
- Use only the voltage specified on the rating plate of the heater.
- **ONLY** connect the appliance to a properly installed socket-outlet with earth contact.
- The heater should be connected to the electric mains equipped with an automatic circuit breaker.
- The unit must be handled with care, and avoid vibration or hitting.
- **WARNING:** FIRE RISK EXISTS IF THE HEATER IS COVERED BY OR POSITIONED CLOSE TO CURTAINS OR OTHER COMBUSTIBLE MATERIALS.
- Do not use the appliance areas where gasoline, paint or other flammable liquids are used or stored.
- Do not use the appliance where explosives are stored.
- Do not use the appliance in a building site, green house, barn or in animal stables.
- Do not use the appliance as a sauna heater.
- **WARNING:** DO NOT TOUCH THE RADIATING PLATE. TEMPERATURE OF RADIATING BOARDS DURING OPERATION OF THE HEATER MAY REACH 380 °C.

- To avoid burns, do not touch the appliance surface by hand and other body parts. It is also necessary to avoid touching the heater whilst the appliance is switched on, as severe burns may result. The appliance can take up to 1 hour to cool down after switching it off.
- Do not place any items of clothing, hand towels or similar over the heater to dry. Risk of overheating and fire hazard.
- Do not leave the heater unattended whilst in use.
- Do not use this heater on a wet surface, or where it can fall or be pushed into water.
- Do not reach for an appliance that has fallen into water. Switch off at supply and unplug immediately.
- If the heater is defective, it must be returned to the place of purchase.
- Do not operate appliance with wet hands.
- Use this appliance only as described in this manual. Any other use is not recommended by the manufacturer and may cause fire, electric shock or injury.
- Do not use abrasive cleaning products on this appliance. If the body becomes dirty, wipe off dust with a cloth, and the radiating boards should be wiped when they are cold with a damp soft cloth. Always remove plug from the mains supply before cleaning.
- The heater must be installed at least 2.4 m above the floor.
- The heater must not be located immediately below a socket-outlet. The heater must not be located in front of a socket-outlet. They should be located outside the physical footprint of the units to minimize heat build-up behind the heater.
- The installation must be equipped with a standard electrical power point with a break contact distance of at least 3mm. The standard power point must be installed by a licensed electrician.
- If the heater is to be mounted on an incline (eg. Sloping or angled ceiling), ensure the electrical connection is located at that lowest point of the heater.
- Do not connect the appliance to the mains source until it has been installed in its final location and adjusted to the position it will be used in.

- Do not operate with the cord coiled up as this could cause a build-up of heat, which could pose a hazard.
- The use of an extension cord with this appliance is not recommended.
- Do not allow cord to come in contact with heated surfaces during operation.
- Do not run cord under carpeting, throw rugs or runners etc. Arrange cord away from areas where it is likely to be tripped over.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- The appliance is only intended for the purpose described in user manual.
- Do not use appliance or any part of the appliance out of the intended use to avoid risk.
- The use of attachments which are not recommended or sold by the appliance manufacturer may cause a risk of injury to persons.
- **CAUTION** — 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.
- Install and operate the heater in strictly horizontal position on the ceiling or ceiling structural surface. The thermal resistance of the ceiling coating and ceiling material should be at least 80 °C.
- **WARNING**: This heater is not equipped with a device to control the room temperature. This heater is to be used in open, alfresco environment or large areas with high ceilings. The heater must not be within reach from the floor, as severe burns may occur due to high surface temperatures. Do not use this heater in small rooms or where the room or area is occupied by persons not capable of leaving the room on their own, persons who are unable to operate the heater safely and with the guidelines of the user manual, unless constant supervision is provided.

- **WARNING:** THE HEATER MUST NOT BE USED IF THE GLASS PANELS ARE DAMAGED.
- When the appliance is not in use and before cleaning, unplug the appliance from the outlet.
- To protect against the risk of electrical shock, do not immerse the unit, cord or plug in water or other liquid.
- The appliance is only intended for the purpose described in user manual. Do not use appliance or any part of the appliance out of the intended use to avoid risk.
- The use of attachments which are not recommended or sold by the appliance manufacturer may cause a risk of injury.

TECHNICAL SPECIFICATIONS

MODEL	EOHA20GR	EOHA20AR
Voltage	230-240V~, 50-60Hz	230-240V~, 50-60Hz
Power (W)	2000W	2000W
Installation	Wall or Ceiling mounted	Wall or Ceiling mounted
Product Size L*W*H (mm)	742 *110 *139	742 *110 *139
Insulation	Class 1	Class 1
Water Proof	IP65	IP65

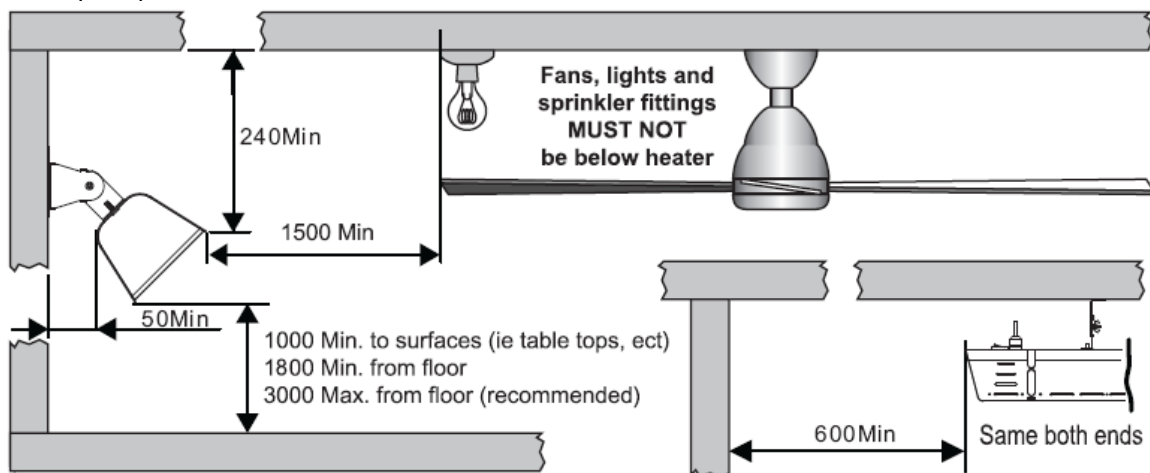
INSTALLATION CEILING OR WALL MOUNT

2 Installation

2.1 Safe distances required for Wall-mounted installation

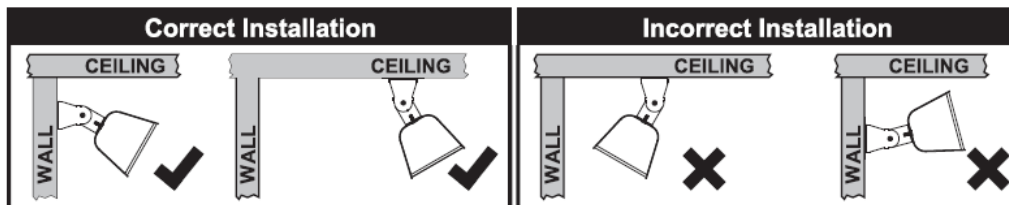
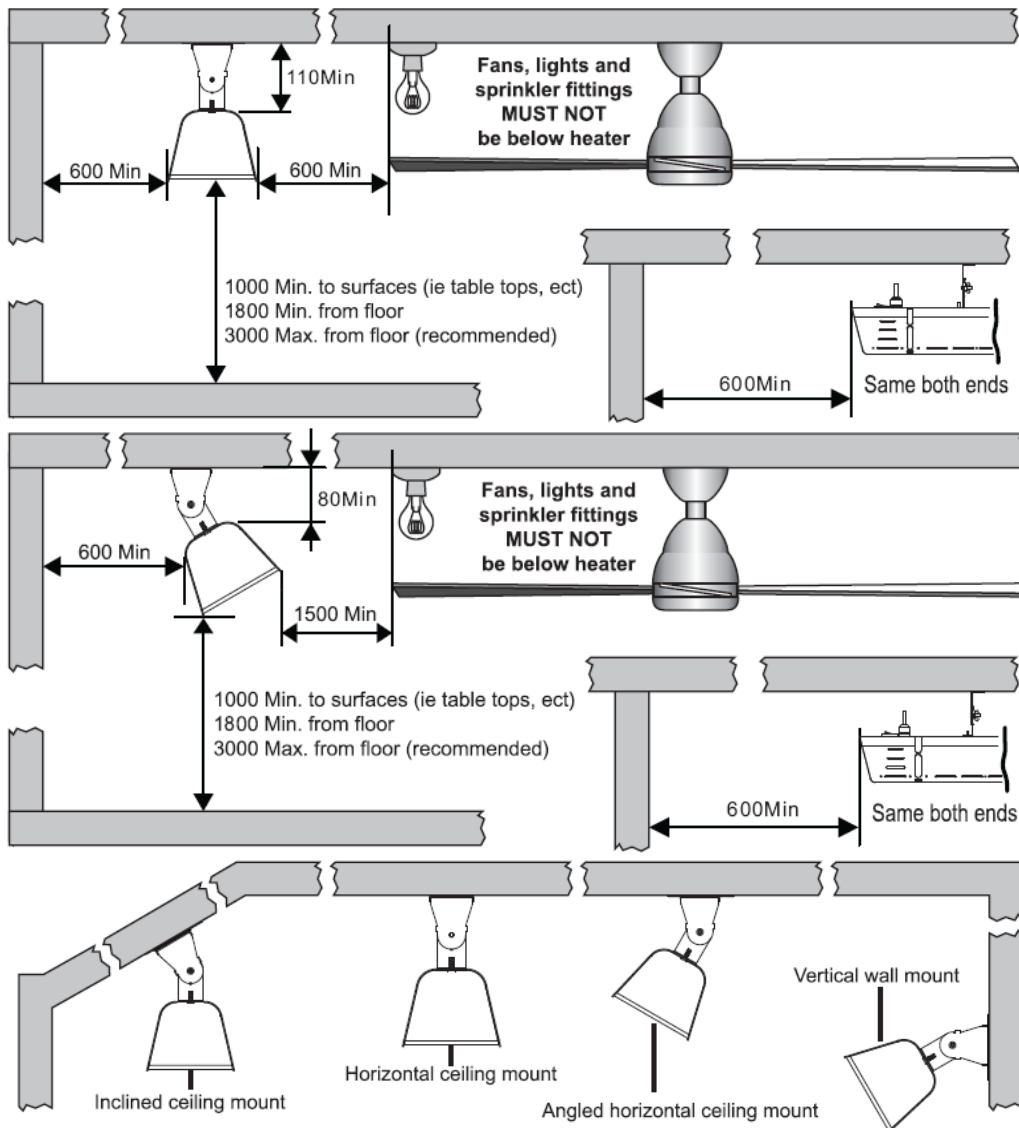
- Attention: The appliance must only be operated in a horizontal position with max $\pm 5^\circ$ slope.
- Never install the appliance on a combustible surface (plastics, nylon, carton etc.)
- Install the device at a minimum distance of
 - 2.2 m above the ground
 - 0.6 m from walls
 - 0.24 m from the ceiling
 - 1.5 m from the combustibles like curtains
 - 1 m from persons or animals

Unit: (mm)



	0°	15°	30°	45°
Wall				

2.2 Safe distances required for Ceiling suspension installation.



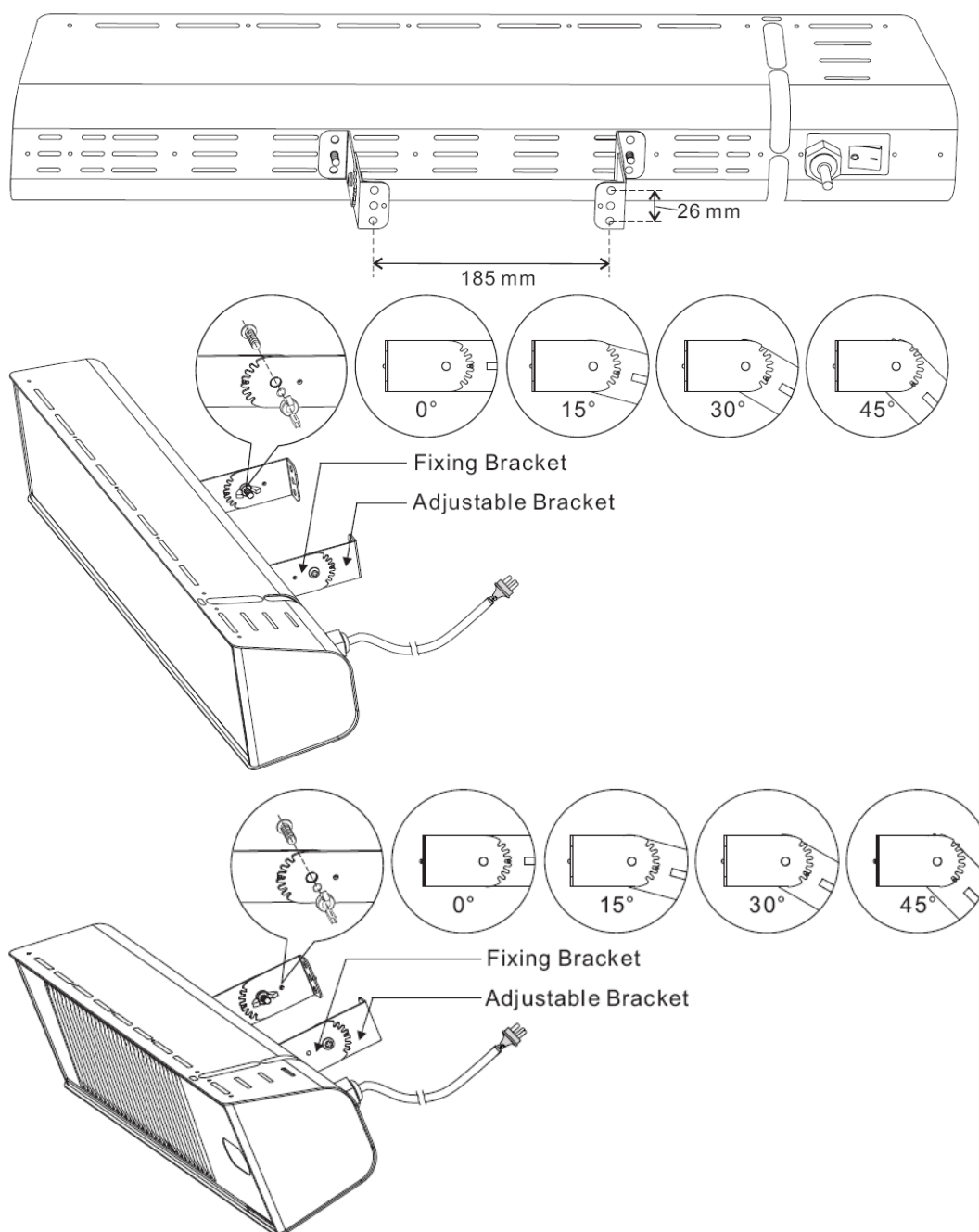
	0°	15°	30°	45°
Ceiling				

2.3 Installation for wall mounted and ceiling mounted:

2.3.1 Install the fixing bracket on the wall or the ceiling, by 4 screws ST5 x 35mm (**not supplied**) and 4 plastic anchors (**not supplied**);

2.3.2 Select the desired angle, Insert the slot of the adjustable bracket, on the stop of the fixing bracket;

2.3.3 Lock the fixing bracket and the adjustable bracket by 2pcs M6x16 Philips Bolt and wing nut;

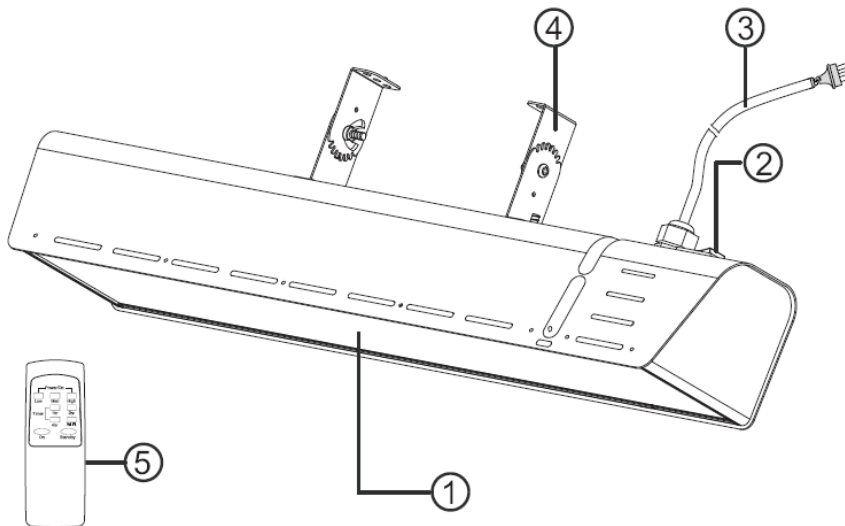


CONNECTION TO ELECTRIC MAINS

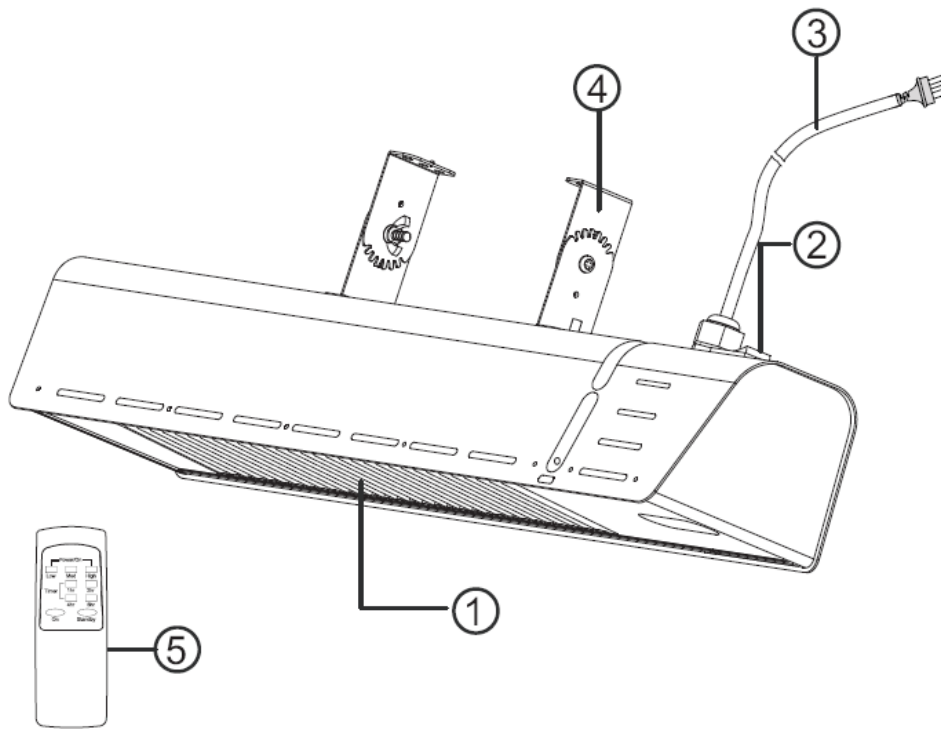
- The heater is designed for connection to the single-phase 230-240V~50-60Hz electric mains equipped with a earth.
- Before connection, make sure that specifications of the electric mains at the connection point meet the single-phase 230-240V~50-60Hz voltage.
- The electric mains should be equipped with an automatic circuit breaker with rated current not less than 16A.
- The heater must not be located immediately below a power point. Power point should not be located at the back of the heater. The power point needs to be located outside the physical footprint of the heater to minimize heat build-up behind the heater.

3. How to operate

Operation instruction :

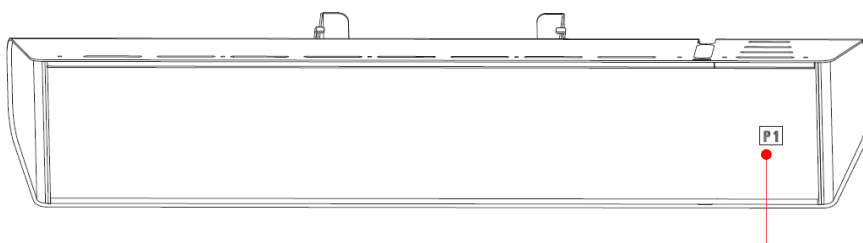


- ① Ceramic glass panel
- ② ON/OFF main power switch
- ③ Power cords and plug
- ④ Brackets for wall or ceiling mounting
- ⑤ Remote control



- ① Aluminum Grill
- ② ON/OFF main power switch
- ③ Power cords and plug
- ④ Brackets for wall or ceiling mounting
- ⑤ Remote control

- ✓ The distance between the heater and the remote control should be less than **3 metres**, and the remote control must be directly pointed to the receiver.
- ✓ **ATTENTION!** The receiver is locating close to the display area and cannot see by eye.



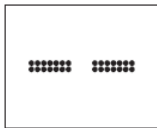
DISPLAY



- Connect the heater to a 230-240V~ 50-60Hz power outlet. Set the rocker switch to the position II: The heater starts working.

Attention: Remote control cannot operate the heater at this stage.

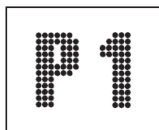
- Connect the heater to a 230-240V~ 50-60Hz power outlet. Set the rocker switch to the position O: The heater power is off.
- Connect the heater to a 230-240V~ 50-60Hz power outlet. Set the rocker switch to the position I, the heater will begin in Standby mode, at this time the symbol “- -” will be flashing to indicate the unit is in standby mode.



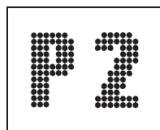
- Press the KEY “ON” the remote control, the heater start will run at the high power (P3);



Press the “LOW”, “MED” and “HIGH” on the remote control, the heater will work at LOW, MED and HIGH power setting, and symbol “P1” “P2” “P3” will be indicated on the display zone.



(LOW setting)



(MED setting)



(HIGH setting)

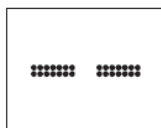
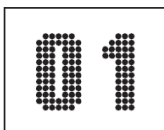
P1 : 33% of the rated power

P2 : 66% of the rated power

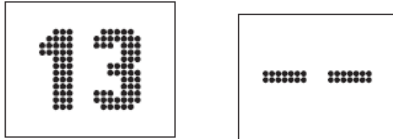
P3 : 100% of the rated power

- **TIMER FUNCTION.**
- THE heater comes with a programmable timer that will automatically place the heater in Standby mode after 1, 2, 3, 4 ... max. 13 hours of operation.

To activate the timer, point the remote control directly to the receiver and press the button “1 hr” , “01” will be indicated on the display zone as shown below. This will trigger the heater to automatically go into Standby mode after 1 hour of operation. Once in Standby mode, the symbol “- -” will be flashing.



To set the timer of 13 hours, point the remote control directly to the receiver and press 1 2 4 6 on the remote control successively, “13” will be indicated on the display zone. This will trigger the heater to automatically go into Standby mode after 13 hours of operation. Once in Standby mode, the symbol “- - “ will be flashing.



CAUTION:

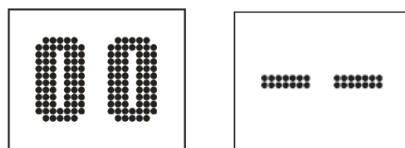
1. During the timer running time, the number on the display show the remaining time. For example, 13 hours timer is triggered, the display will show “11” after 2 hours running;
2. During the timer running time, the display will show the working power and the remaining time.

- Deactivate or reprogram the timer.

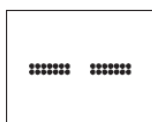
If the timer is activated, pressing the same button at the second time will reprogram or disable the timer.

Example 1. After activating the 13 hours timer by press the button “1” “2” “4” “6”, pressing the button “1” afterwards will reprogram the timer to $(13-1) = 12$ hours, Pressing the button “2” button afterwards, the timer will be reprogrammed to $(13-2) = 11$ hours. Pressing several other keys in sequence, the timer can be reset to 0, the heater goes into Standby mode and the symbol “- - “ will be flashing.

Example 2, a 6 hour timer is set by pressing button “2” “4”. Press the button “2”, the timer is set to $6-2 = 4$ hours, Press the button “4” straight afterwards, the timer is set to 0, the heater goes into standby mode and the symbol “- - “ will be flashing.



- CAUTION: There is a built-in safety feature that will automatically trigger the heater to go into standby mode after eight hours of continuous operation, if the timer is not triggered. At this time the symbol “- - “ will be flashing to indicate the unit is in standby mode.



4. Cleaning:

- Disconnect the appliance from the power supply system;
- After the appliance has cooled down, the housing can be wiped dry;
- Do not touch the bulb element with your fingers since stains could build up from such a contact.
- The reflector should be cleaned regularly by professionals.
- Do not use any abrasive or caustic cleaning agents!
- Never immerse the appliance in water! Danger to life!

5. Maintenance

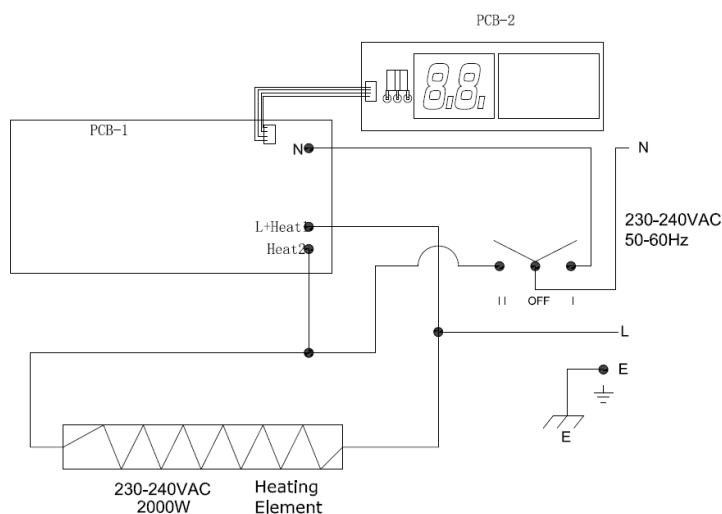
Any maintenance or repairs including replacing the bulb element should only be carried out by a qualified electrician.

Correct Disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Electric scheme



TROUBLESHOOTING

SYMPTOM	CAUSE
No Heat / No operation indicator	Check that power is connected and switched on
Heater smells when first used.	This is caused by oil or dust left over from the manufacturing process and will stop after a short time
Faint smell for short periods after turning on the heater	This is normal and should stop after a short time
Heater smells when turned on after periods of no use	Build-up of debris and dust on the heater, Switch the heater off and allow it to cool down and then clean
Clinking noises when heater is turned on and after being turned off	This is expansion and contraction noises of the heaters metal components and is normal
Poor heating performance	Exposure to extreme ambient conditions such as high winds / excessively cold temperatures can lower the heating performance of an outdoor installation Unit is not installed in correct position, possibly too high or heater is too small for recommended area.
There is a burning smell and or strange sounds (other than normal expansion and contraction noises) coming from the unit	Turn off the heater, and return to place of purchase if in warranty.
When associated circuit breaker (safety, ground) is thrown or a fuse is blown	Turn off the heater, and return to place of purchase if in warranty.
Poor heating performance	Incorrectly sized installation, contact your authorized electrical installer Faulty heater element, Turn off the heater, and return to place of purchase if in warranty.
Will not heat / No operation indicator	Check that power is connected and switched on, if still faulty, turn off the heater, and return to place of purchase, if in warranty.

WARRANTY

This appliance is guaranteed for a period of 24 months. If during this period the appliance fails to work due to parts or manufacture fault, please return to place of purchase for a replacement.

Excelair
By Excelsior

For any queries or assistance call
Customer Service
(Australia Only)
1300 174 876
Hours of operation:
Monday to Friday 8am - 5pm EST

IMPORTANT: RETAIN THESE INSTRUCTIONS FOR FUTURE USE.

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