

ecostrad

INSTRUCTION MANUAL

Ecostrad Electric Panel Heater

iQ Plus

500w, 1000w, 1500w, 2000w, 2500w



220-240V, 50/60 HZ, Class I


Introduction

Thank you for choosing this convection heater. This product is designed and manufactured according to high engineering standards. It should be properly used and maintained as described in this manual. Please read these instructions carefully and retain them for future reference.

User Instructions



Safety Warnings:

- Use only with the voltage specified on the product label.
- The heater must not be used when covered. Covering the heater creates a fire risk and could activate the safety fuse, which will permanently disable the heater. 
- Keep all objects at least 1m away from the front, side or back of the heater.
- When wall mounted, the following safety distances from surrounding surfaces must be observed: 20cm from the base of the heater to the ground; 80cm from the top of the heater to any ceiling or shelf; 15cm from the sides to non-flammable surfaces, e.g. brick walls; 30cm from the sides to flammable objects and surfaces, e.g. curtains or wooden walls.
- This product is not suitable for use by persons (including children) with low physical, sensory or mental abilities or lacking experience and knowledge, unless they are supervised or instructed to use the device by a person responsible for their safety.
- Children should be supervised to make sure they do not play with the appliance.
- The heater should only be used according to the instructions in this manual. The manufacturer does not recommend and cannot support any other uses, which may cause fire, electric shocks or injury.
- Do not sit on the appliance.
- Do not use the appliance to dry clothes.
- Do not insert or allow any objects into the heater vents as this may cause electric shock, fire or equipment damage.
- Check for transportation damage and make sure all parts are complete after the appliance is unpacked. Do not use if any parts are missing or damaged.
- Do not connect the product to the power supply until fully assembled and adjusted.
- It is recommended to plug the device directly into a wall socket. Use of extension leads is not recommended because many models do not support high-power appliances. Make sure any extension lead used can safely support the power requirements of the product.
- Do not use the heater with the power cable wound up - this can cause a dangerous build up of heat. Do not wind or tangle the cable around the appliance as this may cause weakening and splitting of insulation. The power cable should be fully unwound and removed from any storage areas before use.
- The power cable should not be positioned under the carpet or items of furniture. Do not run the cable where it will be a trip hazard.
- Do not unplug from the power outlet until the device is turned off.
- Do not use the power cord to pull the plug from the power outlet. Hold the plug and pull it out.
- Unplug the appliance when not in use.
- Make sure your hands are dry before handling the plug or control panel.
- Do not use the device around bathtubs, showers, swimming pools or other sources of liquid. This product is not suitable for bathroom use.
- The product must not be immersed in liquid.
- Do not place this product directly under a power outlet.
- The product should only be mounted on smooth, stable, heat resistant surfaces.
- Do not put the appliance on a bed or long, thick carpet. This can cause the air inlet or outlet to become clogged and constitutes a fire risk.
- Do not position the appliance near sources of radiant heat.
- Do not use in areas where petrol, paint or other flammable liquids are used or stored.
- Do not use the product in closets or other enclosed spaces as this may cause a fire.
- This product should not be used in places where food, artwork, or delicate scientific objects are stored.
- The product is for domestic and indoor use only. It is not for commercial or industrial use.
- The most common cause of overheating is the build-up of dust or fluff within the heater. Prevent this from happening by regularly unplugging the heater and dusting the vents and grilles.

- If the plug or appliance is dropped, damaged, or malfunctions in any other way, seek out a qualified electrician for inspection and maintenance. If unsure, contact the retailer or manufacturer.
- Check the power cable regularly. Do not use the heater if the cable is damaged.

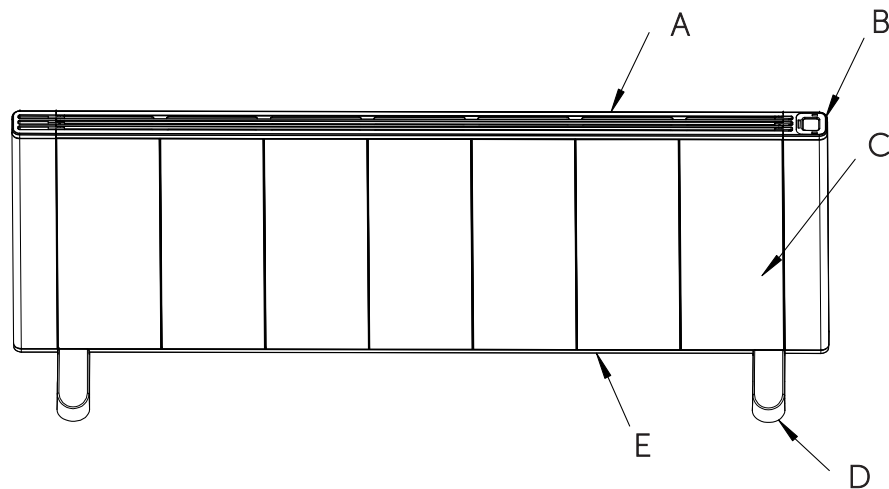
Cleaning:

The heater should be cleaned regularly to ensure fault-free operation.

1. First unplug the heater and ensure it has cooled down before cleaning.
2. Wipe the surface gently with a soft cloth dipped in water or kitchen surface cleaner.
3. Protect the inside of the product and control panel from water ingress.
4. Let the product dry naturally before using again.
5. If you need to store the product, house it in its original packaging and store it in a dry and ventilated place.

NOTE - Do not use solvents such as alcohol, gasoline, lacquer thinner or toluene to wash the product. This can cause the body to turn yellow and corrode.

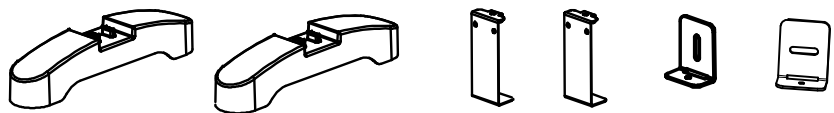
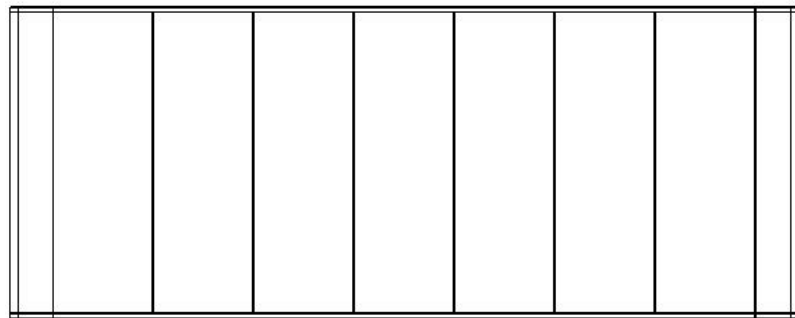
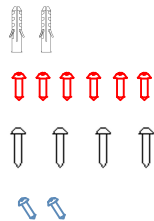
- A - Outlet
- B - Display
- C - Front Cover
- D - Foot
- E - Inlet



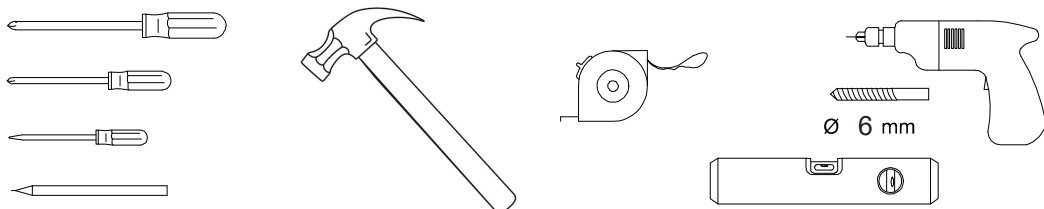
Installation

Parts supplied:

- Heater body x 1
- Feet x 2
- Wall brackets x 2
- Hanging plates x 2
- Wall plugs x 2
- ST4*10mm x 6
- ST4*18mm x 4
- ST4*35mm x 2
- Template x 1



Tools required:



Assembly

Free Standing

If you want to use the heater free standing, you must first affix the feet:

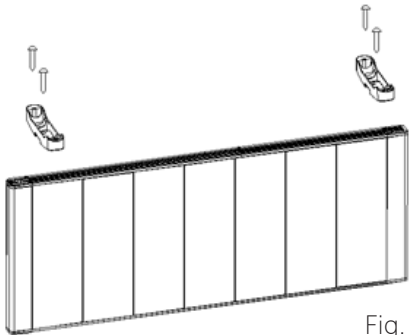


Fig. 1

1. Turn the heater upside down.
2. Align the holes on the feet with the holes on the base of the heater.
3. Use two ST4*18mm screws to attach each foot, see fig. 1.

Wall Mounted

1. Fix the hanging plates to the back of the heater using two ST4*10mm for each plate, see fig. 2.

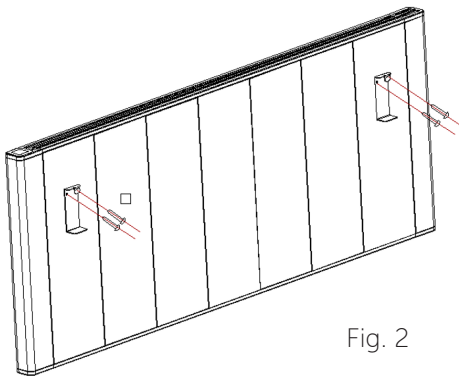


Fig. 2

Heater Width	A Mounting Width	B Mounting Height (minimum)
458mm	160mm	610mm
620mm	321mm	610mm
944mm	642mm	610mm
1106mm	802mm	610mm
1268mm	963mm	610mm

2. Fix the wall brackets:

- a) Use a tape measure and pencil to make two marks on the wall as per the table above. The template provided will help you measure the width.

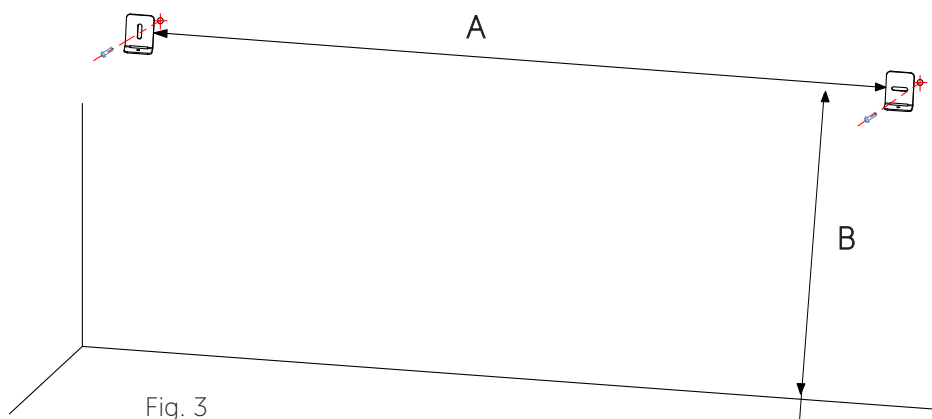


Fig. 3

- b) Using a 6mm drill bit, drill two holes where you made your marks.

- c) Knock a wall plug into each hole using a hammer.

- d) Position the wall hangers over the holes and use the ST4*35mm screws to fix them in place.

3. Hang the heater on the wall brackets and fix in place with two ST4*10mm screws, see fig. 4.



Mount the heater in a safe location, observing these distances from surrounding objects:

- Minimum 20cm – from the ground to the base of the heater.
- Minimum 80cm – from the top of the heater to any ceiling or shelf.
- Minimum 15cm – from the sides of the heater to non-flammable surfaces, e.g. painted walls.
- Minimum 30cm – from the sides of the heater to flammable objects and surfaces, e.g. curtains.

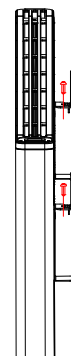










Fig. 4

Operation Instructions

Controls:

-  Turn on, turn off
-  Switch between modes
-  Select, confirm
-  Up, forwards
-  Down, backwards


Functions:

-  Program mode
- Auto** Manual mode
-  Set time
-  Frost protection setting
-  Set program
-  Open window setting
-  Power consumption check
-  Standby
-  Heating in progress
-  Keypad lock



1 - First use

Plug the heater in at a socket and flick the rocker switch on the base to turn it on.

When you first switch on the heater it will come on in standby  mode. The standby screen shows the current room temperature, the time and the day of the week. The heater will not heat on standby mode unless frost protection mode is enabled and the temperature drops below 5 °C. You can change the time and the frost protection settings in modes.



Use the  key to come out of standby mode and the  key to shift between modes.




2 - Program mode

Press  to shift between modes until you see the .

On this mode, the heater will run as per the program set on the  screen. The screen shows you the current time and current temperature. The default program is this:

	Start time	Temperature
P1	06:30	21 °C
P2	08:00	18 °C
P3	18:00	21 °C
P4	22:30	16 °C






To adjust the program, press  to navigate to the  screen and skip to section 6 for instructions. You will also need to make sure the correct time is set on the  screen.

3 - Manual mode **Auto**

Press  to shift between modes until you see the **Auto** screen.

On this mode, the heater will run at a constant temperature. The default screen shows the time and current room temperature.

To adjust the set temperature:

- a) Use the  and  buttons. The set temperature will flash. You can choose any temperature between 0 - 50 °C.
- b) Once you've finished adjusting the temperature, the numbers will stop flashing and will revert to showing the current room temperature.
- c) If the set temperature is higher than the current room temperature, the heater will start heating and you will see the  icon. Once the temperature is reached the heater will stop heating. Then the thermostat will switch the heater on and off to maintain a constant temperature.
- d) If the set temperature is lower than the current room temperature, the heater will not heat unless the temperature drops.



NOTE - If you set the heater to a very high temperature, it may not be able to reach the set temperature. If this is the case, it will heat constantly.

4 - Set time 🕒

Press **>** to shift between modes until you see the 🕒 .

To adjust set time:

- Press **OK** .
- The day of the week will flash. Press **+** to cycle through the days.
- Press **OK** to confirm.
- The hours will flash. Use the **+** and **-** keys to set the hour.
- Press **OK** to confirm.
- The minutes will flash. Use the **+** and **-** keys to set the minutes.
- Press **OK** to confirm.



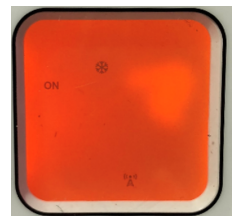
The controller will then move on to the frost protection screen. Press **>** to move to your desired mode.

5 - Frost protection setting ❄️

Press **>** to shift between modes until you see the ❄️ .

On this screen you can toggle the frost protection setting ON or OFF. If enabled, frost protection monitors the room temperature and will turn the heater on if it drops below 5 °C. This is to help prevent your pipes frosting over if the temperature drops while you're away. Frost protection, if enabled, will work on any mode, including standby and program. Frost protection disengages when the temperature rises above 5 °C again.

- Press **OK** to change the frost protection setting.
- The screen will either show "OFF" or "ON". Use the **+** and **-** keys to choose your preferred option.
- Press **>** or **⏻** to confirm.



6 - Set program 🕒

Press **>** to shift between modes until you see the 🕒 .

On this screen you can set the program which runs when you put the heater in ❄️ mode. The program allows you to set four different heating periods per day.

The default has the same settings for every day:

	Start time	Temperature
P1	06:30	21 °C
P2	08:00	18 °C
P3	18:00	21 °C
P4	22:30	16 °C

To adjust the program:

- Press **OK** .
- P01 and MON will show to signify you are setting the first heating period for Monday. The hours will flash. Use the **+** and **-** keys to choose the hour.
- Press **OK** to confirm.
- The minutes will flash. Use the **+** and **-** keys to set the minutes. Minutes can be set in 15 minute increments.
- Press **OK** to confirm.
- The temperature for the period will show, flashing. Use the **+** and **-** keys to set the temperature.
- Press **OK** to confirm.
- P01 will change to P02 to signify you are now setting the second heating period. Repeat the process to set each period for each day.
- If you want to skip to the next period without changing the time or temperature, use the **>** key.
- When complete, press **⏻** to save and exit.










7 - Open window detection setting

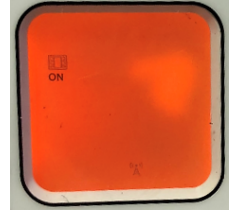
Press  to shift between modes until you see the .

On this screen you can toggle the open window detection feature ON or OFF. If enabled, open window detection will switch the heater to standby mode if it senses a sudden drop in temperature over 5 °C. This is to prevent the heater wasting energy trying to heat a room in which a window has been opened. This feature is disabled by default.

To enable:

- Press  to change the open window detection setting.
- The screen will either show "OFF" or "ON". Use the  and  keys to choose your preferred option.
- Press  or  to confirm.

When open window detection triggers, the heater immediately stops heating and switches to standby mode. You will see the  icon on the screen. To override, press . This will return you to the previous working mode.






8 - Power consumption check

Press  to shift between modes until you see the .

On this screen you can see the total work time accumulated by the heater.





To view work time accumulated:

- Press .
- The total power consumption time is shown in days and hours.
- Press  or  to leave the screen.



This heater has accumulated a total working time of 1 hours

9 - Keypad lock

- To activate, long press the  key. The  symbol will appear on the screen and the buttons will not respond.
- To unlock, long press the  key. The  symbol will disappear and the keypad will work as normal.



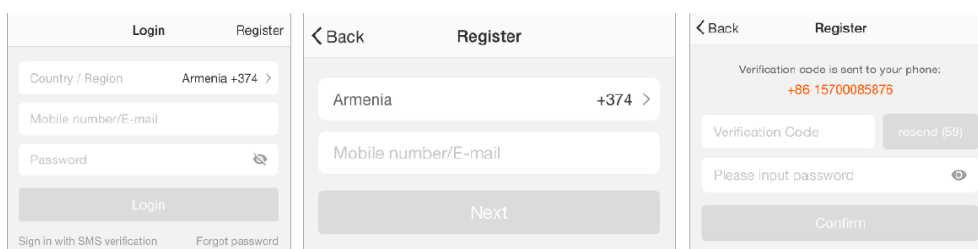
10 - Connecting to the app





NOTE – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions of the app.

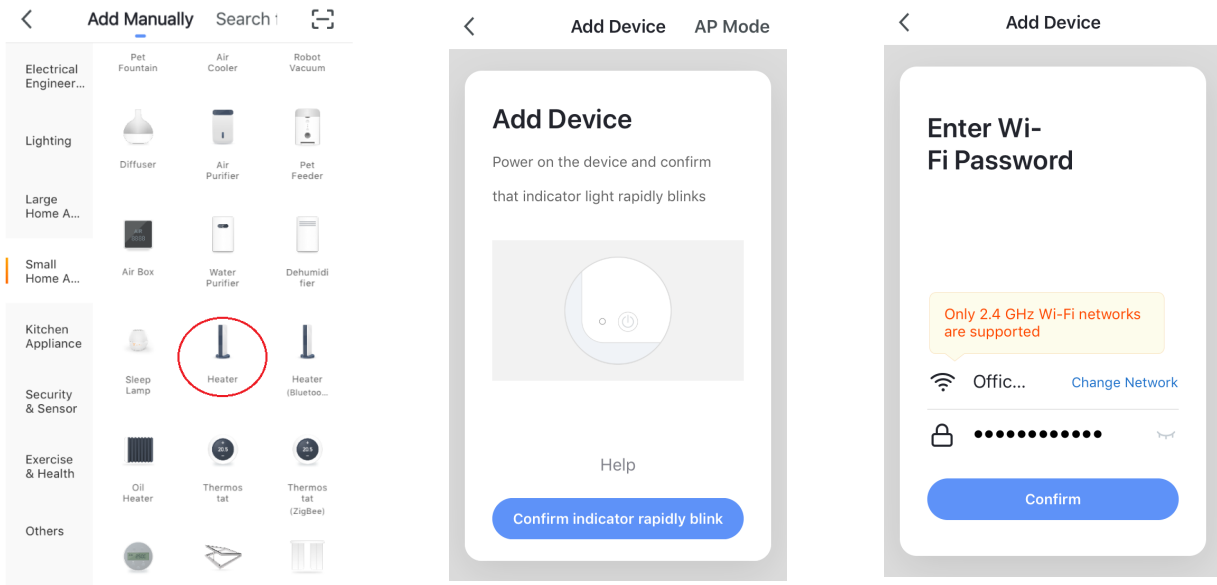
- The first step to connect your heater to the WiFi is to download the Smart Life app onto your smartphone or tablet. You can find the app by scanning the QR code opposite or searching "Smart Life" in the Google Play or Apple app store.
- Download and install the app. Unless you already have a Smart Life account, you will need to create an account by tapping Register. The device will automatically determine your country, although you can change this if necessary. Enter your phone number or email address. If you enter a phone number, a verification number will be sent to your phone: enter this number to verify, then create a password. If you enter your email address, you'll just need to create a password.




Smart Life - Smart Living
 Yu xiang
 #199 in Lifestyle
 ★★★★★: 4.9K Ratings
 Free

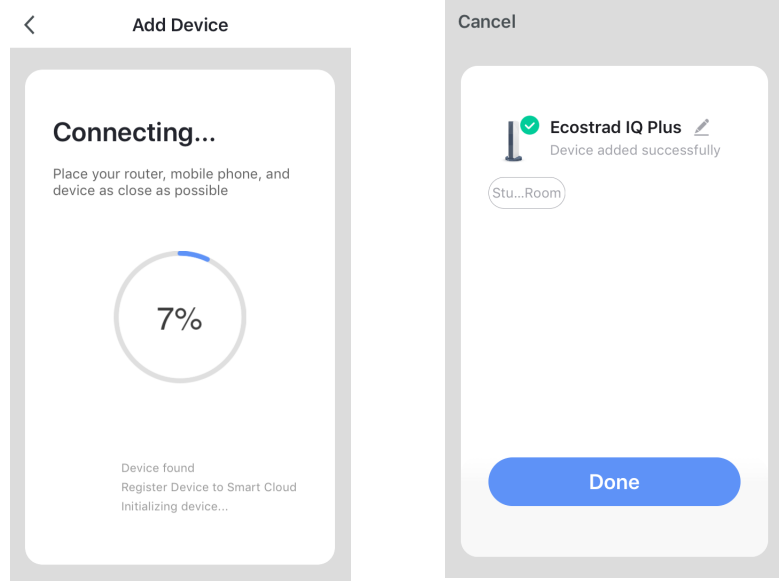



- c) To add the heater to the app, first put it in WiFi connection mode. Press  to put it in standby mode and then hold down  to activate pairing mode. The  icon should flash. If the icon does not flash on first attempt, repeat this step until it does.
- d) While the  icon is flashing, go to the app and press Add a Device. Select the device type (Small Appliances > Heater) and confirm that the indicator is flashing. You will then be prompted to enter your WiFi password. This allows the heater to connect to your router. The app will be able to discover the heater. The app will then display its connecting screen.




- e) The heater can connect on two network bands, **SMART** and **AP**. If you are having trouble connecting, press  to switch to the alternate connection band. Wait 5 seconds and you will see the **AP** icon switch for the **SMART** icon on the screen.

Most users will connect easiest on the **SMART** band.



The heater will beep and display a solid  icon when the device is connected. The app will confirm that the heater has been added. You can now name the device, share it with family members, or proceed to scheduling your heating.

NOTE - When connecting, make sure your router is switched on and your mobile phone is connected to its WiFi.

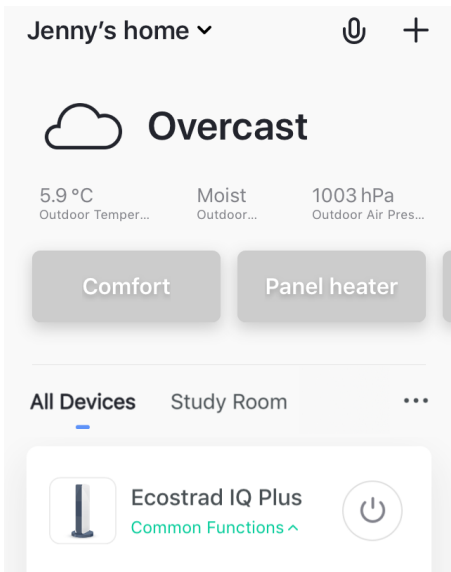
The app is only designed to work with 2.4 GHz networks. If you are struggling to connect your heater, it may be that you have a 5 GHz dual band router. In this case, you will be able to connect by pressing  and switching to the 2.4 GHz band. This usually has a very similar name to the 5.0GHz band.

For more information on this issue, tap the 2.4 GHz message when connecting.

Only 2.4 GHz Wi-Fi networks are supported

Using the Smart Life App

You can use the app to control multiple devices. The status of your device is shown on the device list.

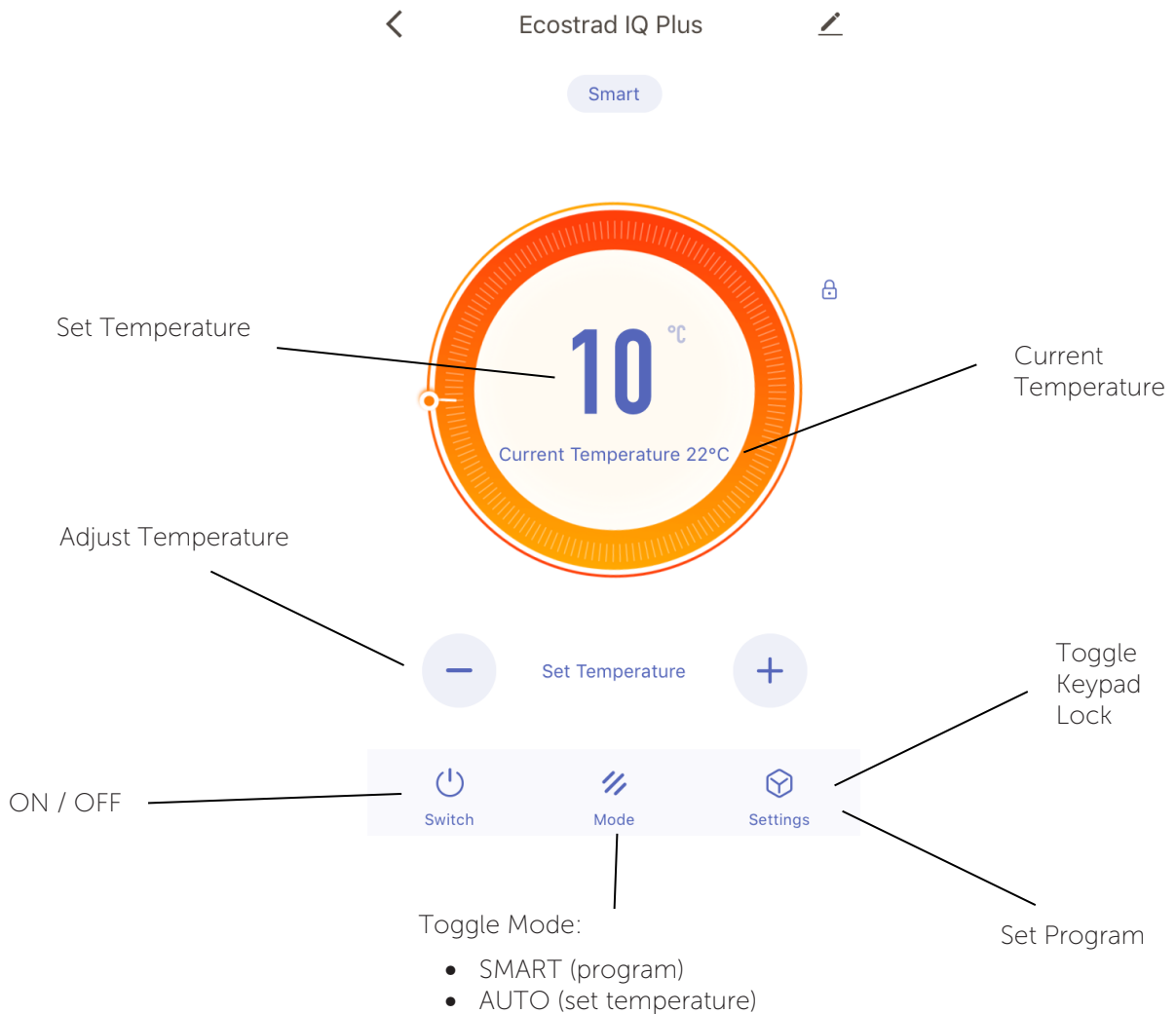


- Offline (device is turned off at wall / rocker switch)
- Turned Off (device is in standby mode)
- Turned On (device is in heating mode)

When the heater is online, tap the device name to go to the control interface.

Note: when the heater is offline, you will not be able to control it with the app.

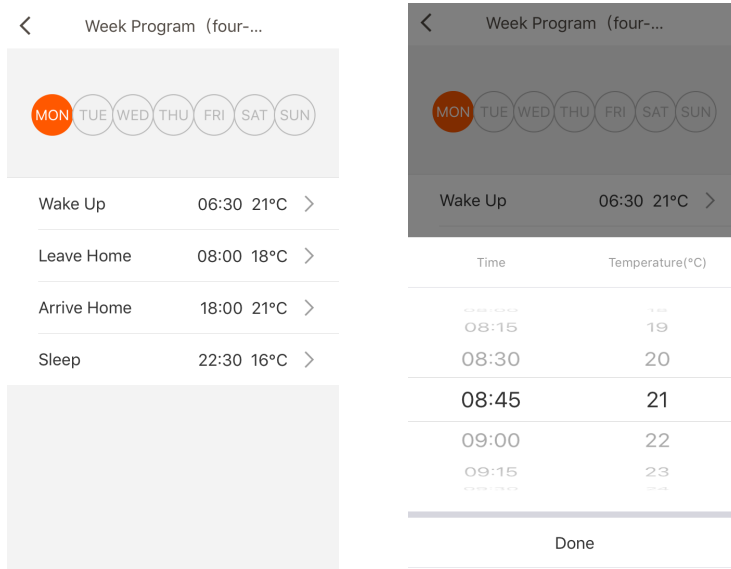
Controlling the heater



Scheduling your Heating

Press Settings, then press Week Program to adjust the heating schedule.

Each day of the week is divided into four heating intervals. Tap the intervals to adjust the time the interval begins and the set temperature. Press done when complete.





Voice Integration

Smart Life is compatible with both Amazon Alexa and Google Home.

To connect, first download the Smart Life skill onto your Alexa or Google Home app. You can then link your Alexa or Google Home app with your Smart Life app. Depending on your device, your voice control app may discover your devices automatically, or you may need to prompt it to do so.

Once the Smart Life skill is enabled and linked with your Smart Life app, you should get notifications whenever you add a new heater or scenario. The notification will tell you what to say to control the heater or scenario by voice.





You can find quick guides to connecting the app to both Google Home and Alexa in the app's FAQ section. Press  then  **FAQ & Feedback**

Example commands:

- OK Google, turn on **iQ Plus**
- Alexa, switch off **iQ Plus**
- OK Google, switch **iQ Plus** to 25 degrees
- Alexa, set **iQ Plus** to 9 degrees

Top Tip - Make sure you name the heater something which is easy for you to say and your voice interface to understand!

Troubleshooting

Fault	Possible Cause	Solution
Heater is not switching on	Is the heater plugged in?	Plug in.
	Is the socket switched on?	Switch on.
	Is the heater switched on at the rocker switch at the base of the unit?	Switch on.
Heater is switched on, but no heat is being produced	Is the heater on standby mode?	Press  to toggle between standby and heating modes.
	Is the heater set to a lower temperature than the room temperature?	Adjust set temperature in Auto mode or program settings. The heater will only heat if it thinks it needs to raise the temperature.
	Is the heater set to follow a program? It may be programmed to be off or heating at a lower temperature at this time.	Press  to switch to Auto mode or adjust the program to heat now.
	Has a door or window been left open? Open window mode may have activated.	If  is on the screen, open window mode has activated. Press  and close the window to reset.
	Could the product have overheated?	Switch the power off, wait for the heater to cool down and switch it back on again.

Model	Rated Power	Rated Voltage	Rated Frequency	Appliance Class
iQ 500	500W	AC220V-240V	50/60HZ	Class I
iQ 1000	1000W	AC220V-240V	50/60HZ	Class I
iQ 1500	1500W	AC220V-240V	50/60HZ	Class I
iQ 2000	2000W	AC220V-240V	50/60HZ	Class I
iQ 2500	2500W	AC220V-240V	50/60HZ	Class I

Warranty

- To activate the warranty for this product, please go to: www.electricradiatorsdirect.co.uk/warranty
- Please find your product code in the table below:

Product Code	Wattage	Width	Height	Depth
IQ-P-500	500w	458mm	500mm	51mm
IQ-P-1000	1000w	620mm	500mm	51mm
IQ-P-1500	1500w	944mm	500mm	51mm
IQ-P-2000	2000w	1106mm	500mm	51mm
IQ-P-2500	2500w	1268mm	500mm	51mm

- The warranty period is counted from the date of purchase and amounts to:
 - 10 years on the heater body
 - 2 years on the electronics
- By accepting the device on purchase, the customer confirms that the product is of full value. The customer should immediately inform the seller of any discovered faults, otherwise it will be understood that the product was faultless at the date of purchase.