ELECTRIC RADIANT OUTDOOR / INDOOR HEATER

INSTALLATION, OPERATION & MAINTENANCE MANUAL
Prior to installing and operating the heater, read these instructions carefully and retain for future reference.

INTRODUCTION
The HEATSTRIP product range offers an elegant solution for both indoor and outdoor heating requirements.
With a wide range of sizes to choose from, heating solutions from a small balcony to large outdoor restaurant areas are easily catered for.
The heaters can be surface mounted on walls or ceilings, suspension mounted and also fitted to structural umbrellas.
Casing options include powder coat finish and stainless steel. (Stainless steel model is recommended in coastal areas.)
All HEATSTRIP products are approved to IEC (European) and ANS (Australia and New Zealand) standards.
All HEATSTRIP products have an IPX5 rating for protection against water ingress and are suitable for undercover outdoor installation.

MODEL CODES

<table>
<thead>
<tr>
<th>model</th>
<th>watts</th>
<th>rating</th>
<th>dimensions</th>
<th>weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>THH1500 / THH1500SS</td>
<td>1500</td>
<td>230-240V</td>
<td>850 x 172 x 45mm</td>
<td>5.5Kg</td>
</tr>
<tr>
<td>THH1800 / THH1800SS</td>
<td>1800</td>
<td>230-240V</td>
<td>1010 x 172 x 45mm</td>
<td>6.0Kg</td>
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<tr>
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<td>230-240V</td>
<td>1330 x 172 x 45mm</td>
<td>7.5Kg</td>
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<tr>
<td>THH3200 / THH3200SS</td>
<td>3200</td>
<td>230-240V</td>
<td>1770 x 172 x 45mm</td>
<td>9.5Kg</td>
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</tbody>
</table>

MODEL CODE NOTES
SS  Denotes stainless steel casing.
AUS Denotes Australian/NZ plug fitted where applicable.
EUR Denotes European plug fitted where applicable.
UK  Denotes UK plug fitted where applicable.
USA Denotes US plug fitted where applicable.

CAUTION
In operation, this heater is VERY HOT – do not touch any part of the heater while it is turned on or for 30 minutes after it is turned off.

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 they do not play with the appliance.
Do not allow any cables, furnishings, flammable materials or other items to come in contact with any surface of the heater.

If installed in wet areas, the heater switches or controls must be located so they cannot be touched by persons in the bath or shower.

The heater should have a clearance of 1000mm to adjacent walls, a minimum 60mm clearance from back of heater to any mounting surface and a minimum clearance of 1000mm or more from bottom of heater to any surface below.

The heater comes in both plug in (1500W, 1800W, 2400W) and hardwired (3200W) versions. In both cases, the fixed wiring must be installed in accordance with the relevant wiring regulations.

The heater must not be mounted immediately below or in front of a socket outlet.

In case of heater fault or damaged supply lead, the appliance should be returned to the distributor/manufacturer for repair.

INSTALLATION – PREPARATION

The HEATSTRIP product is a high intensity radiant heater designed for domestic and commercial heating applications within indoor and undercover outdoor areas, and should not be used for any other purpose.

Before commencing installation, make sure the electrical supply voltage is the same as that shown on the rating plate of the heater.

This appliance must be earthed.

The heater is required to be fitted with an “ON/OFF” isolation switch and can also be controlled via a timer (recommended), dimmer type or thermostat control. A wall switch should be installed on fixed wire installations. Optional connection to an R.C.D. is recommended.

In case of heater fault or damaged supply lead, the appliance should be returned to the distributor/manufacturer for repair.

INSTALLATION – LOCATION

For both wall and ceiling mounting, the lower part of the heater must be located a minimum of 2100mm above floor level.

Within an outdoor undercover location, the recommended most effective mounting height for performance and comfort is between 2300mm and 2700mm (all sizes).

Recommended maximum effective mounting height – 3200mm.

For further information refer to www.heatstrip.com.au

The heater should have a clearance of 1000mm to adjacent walls, a minimum 60mm clearance from back of heater to any mounting surface and a minimum clearance of 1000mm or more from bottom of heater to any surface below.

The heater must not be mounted immediately below or in front of a socket outlet.

If installed in wet areas, the heater switches or controls must be located so they cannot be touched by persons in the bath or shower.

Do not allow thermal insulation, cables, flammable materials or any other items to come in contact with any surface of the heater (purpose designed brackets excluded).

The heater must not be mounted to heat sensitive materials.

OPERATING INSTRUCTIONS

The heater is required to be fitted with an “ON/OFF” isolation switch and can also be controlled via a timer (recommended), dimmer type or thermostat control. A wall switch should be installed on fixed wire installations. Optional connection to an R.C.D. is recommended.
Once the unit is turned ON via a switch or other control device, it will take approximately 15 minutes to warm up to normal operating temperature.

Make sure the unit is turned OFF after use.

<table>
<thead>
<tr>
<th>MODEL</th>
<th>DIM “A”</th>
</tr>
</thead>
<tbody>
<tr>
<td>THH1500/THH1500SS</td>
<td>300mm</td>
</tr>
<tr>
<td>THH1800/THH1800SS</td>
<td>600mm</td>
</tr>
<tr>
<td>THH2400/THH2400SS</td>
<td>600mm</td>
</tr>
<tr>
<td>THH3200/THH3200SS</td>
<td>900mm</td>
</tr>
</tbody>
</table>

**MAINTAINING & CLEANING**

It is important that HEATSTRIP units installed in outdoor locations are regularly cleaned to ensure long and efficient operating life. It is also a condition of the warranty that the heater must be cleaned and maintained on a regular basis.

As a guide, the heater should be cleaned as often as windows or outdoor furniture requires cleaning in the same area. In coastal areas an additional rinsing on a weekly basis with a light spray from a hose will provide extra protection.

HEATSTRIP units should be cleaned and inspected every 3 months.

In coastal locations in particular, salt in the air can cause rusting and staining of metal (including stainless steel).

Even in city locations, pollution in the air can contaminate surfaces and will affect the ability of the coatings and materials of the HEATSTRIP to protect from rust and stains. This applies to both the painted and stainless steel models.

As the HEATSTRIP has a protection rating for water ingress of IPX5, it can be safely washed and cleaned with water.

The heater can be lightly sprayed with a hose, but the preferred method of cleaning is to rinse the heater, using a soft cloth and warm water with mild detergent. Ensure any soap residue is rinsed off after cleaning.

**IMPORTANT MAINTENANCE & CLEANING NOTES**

Do not use any abrasive materials or products to clean the heater.

Before any cleaning or inspection activity, the heater must be switched off and cooled down completely.

After cleaning, turn on the heater for 20 minutes to dry any residue water. 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.

Always inspect the heater after high winds, earthquake, vandalism or any other unusual event that may have affected the heater.

Do not use high pressure hose or high pressure water equipment to clean heaters, light water spray only.
The heater casing and other surfaces may become discoloured or stained when located in areas where cigarette smoke, oil lamps, incense, cooking appliance, etc are present.

In this case, additional cleaning and maintenance may be required to keep the appliance in good appearance and condition.

**PRODUCT WARRANTY**
Thermofilm warrants that HEATSTRIP products will be free from defects in materials and workmanship for a period of 24 months from date of purchase in accordance with the following warranty terms and conditions.

The HEATSTRIP product must be installed in accordance to the installation instructions and relevant electrical standards and codes.

The HEATSTRIP product must be maintained and cleaned according to instructions detailed in the Installation, Operation and Maintenance Manual.

**Provision of the Warranty is subject to:**

- The customer has not repaired or altered the product in any unauthorised manner.
- Thermofilm obligation under this warranty is limited to repair or replacement at Thermofilm’s factory of any components of the product which Thermofilm identifies to its satisfaction to be defective.
- Transportation charges involved in return of the product to the Thermofilm factory (or any other location authorised in writing by Thermofilm) is the sole responsibility of the customer.
- Thermofilm does not participate in any site related costs or labour expenses incidental to replacement of parts, repairing, removing, installing, servicing, transportation or handling of parts or complete products, and assumes no liability on parts repaired or replaced without written authorisation.
- All warranty requests for repairs or replacements must be accompanied by a completed “Warranty Claim Form” available from Thermofilm, together with proof of purchase (and wherever possible, photos of the installation).
- No product or components will be supplied in advance of an examination of the faulty product or components by Thermofilm or an authorised representative of Thermofilm.
- There is no warranty expressed or implied with regard to capacity requirements. The selection of the unit or units depends entirely upon the system design and capacities as determined by the purchaser.
- The warranty excludes damage to the product or components arising from circumstances outside the control of Thermofilm, including, without limitation, where the product is not used for intended purpose, where the product has been rectified in any way, incorrect installation, incorrect power supply, damaged caused during delivery, misapplication, misuse, abuse, vandalism, lack of maintenance or accident.
- Thermofilm shall not be liable for any default or delay in performance of its warranty obligations caused by any circumstances beyond its control, including, without limitation, judicial or government restrictions, strikes, fires, floods, abnormal weather conditions, delayed supplies of components.
- All products are inspected and tested before despatch and are at the risk of the purchaser after shipment from the Thermofilm factory, if not delivered by Thermofilm to destination.
- Should products be determined as damaged on arrival, immediately notify the transport company of the condition and have them noted on the freight documents. If damage is discovered after unpacking, demand immediate inspection by the transportation company and insist that a record of the damage is made on the freight documentation.

**The Customer warrants to use the product in accordance with:**

- Any instructions provided to it by Thermofilm from time to time.
- All government and local regulations, including, but not limited to all relevant electrical, environmental laws and regulations governing the installation, storage use, handling and maintenance of the goods.
- All necessary and appropriate precautions and safety measures relating to the installation, storage, use, handling and maintenance of goods.