

FREQUENTLY ASKED QUESTIONS

Please review these frequently asked questions on the next few pages prior to using your heater

Q. My heater emits a strange odor when I first open the box and when I turn the heater on for the first time. Why is this happening?

A. This is normal. This heater is treated with a special heat safe/resistant coating. This odor will sometimes be present when the box is opened. When the coating is exposed to heat, it produces this particular odor during the first few hours of operation. This will dissipate after the break-in period. If you are sensitive to odors, you may want to pre-burn the unit in a garage with the door open until the initial odor dissipates.

Q. If my heater runs on its max wattage setting, how many BTUs is that?

A. This heater is intended to be used as supplemental heat in areas most needed. It may take several minutes to several hours to heat your area, depending on various factors. The below chart provides BTU translations for different wattages.

WATTAGE	BTUS
1,500	5,118
1,000	3,412
750	2,559
500	1,706

Q. Can the heating elements be replaced?

A. Replacement heating elements can be obtained from the manufacturer. All parts may be purchased through the manufacturer if your product is out of warranty. If you feel that the elements are definitely faulty right out of the box, contact Customer Support. A representative can then direct you to the next step.

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

A. The heating process in the heater begins immediately upon powering on and setting the desired temperature above the ambient temperature. A noticeable change in the ambient temperature of the room will vary due to variables such as the location of the heater (in the home), floor plan and size of the room, how well the room is insulated, how many doors/windows, how much bare concrete (acts as a heat sink with any type of heating), the opening and closing of an exterior door, long hallways, high ceilings, etc. Customers with smaller rooms experience quick heat changes. Rooms with larger and open floor plans can expect up to 24 hours to completely heat up.

Q. I do not have a grounded outlet. Can I use adapters, a 2-prong power strip, or remove the ground prong from the cord?

A. NO! If you do not have a grounded outlet, contact a certified electrician for advice. Removing or altering any part of the heater's original design or intent (including the power cord) will void the warranty and make you liable for any unexpected or hazardous results.

Q. My Heater has an ECO setting? How does this setting work?

A. The ECO mode on your heater is a program that attempts to keep the temperature strictly at a "warm" 68°F (20°C). This also helps with efficiency, as it is programmed to 1) Increase the power to the unit's maximum wattage if the temperature drops below 64.4°F (18°C) 2) Gradually reduce the wattage used as it approaches 66.2° (19°C) F and 3) Stop heating when 68° F (20°C) is achieved. This is considered an Economical function, since in the ECO setting, the heater is almost never running at the maximum watts.

Q. The temperature on my heater does not match the temperature display on my wall, or external thermostat. Why?

A. This is completely normal. The temperature display on your heater may vary from the temperature display on another thermostat (like the one mounted to your wall or a purchased external thermostat). This is because the temperature sensor on the heater reads the temperature directly around the heater. With the heater near the cold floor (and heat rising), any readings on elevated or external thermostats will differ in readings on the heater. The best way to operate your heater is to set the unit on High and dial up to a temperature that feels comfortable to you. Then, leave it at that temperature, regardless of the mismatch. The heater will cycle off when the set temperature is met or exceeded slightly.

Q. Can I use more than one heater at a time? Can I use the heater and another appliance at the same time?

A. Yes, but make sure they are not plugged into the same circuit. Each heater requires its own minimum 15-amp circuit with no other items plugged into that circuit or outlet. This is because heaters are considered appliances and draw out high amperage. If you are unsure your circuit meets these requirements, verify with a certified electrician.

WARNING: Risk of fire, damage to property, or injury may result if requirements are not met.

Q. Why does my heater's fan continue to run after the set temperature is reached or the power is turned off?

A. This is normal. The heater's fan will continue to run even after the heater automatically cycles down. The fan continues to run so that every last bit of heat is blown out of the heat chamber while allowing the unit to continue filtering your air. Once the internal box/components cool completely, the fan should then shut off on its own. In this case, allow a few minutes after the heat cycles off (with power on). The fan will shut off faster when the power is turned off.



Q. My heater's display shows my ambient temperature to be in the 20s when I know it is warmer than that. Why?

A. The heater's display is defaulted to read the temperature as Fahrenheit. If your heater is definitely heating but shows it is in the 20s you probably have the setting to read your temperature in Celsius rather than Fahrenheit.

Q. My heater's power cord gets warm. My cord is showing signs of heat or melting at the outlet. Is this normal?

A. A warm power cord is normal. These power cords are rated safe for up to 105°C/ 221°F by the UL, CSA, or ETL. The exception is, if you detect heat, smoke, or signs of melting at the contact point of the wall outlet, it may be due to loose or worn wall contacts (or arcing). Please stop using the heater immediately, contact warranty support for a replacement power cord, and have a certified electrician replace the wall outlet as soon as possible.

Q. My heater advertises a feature called smart boost? What is it and how does it work?

A. The innovative Lifesmart smart boost technology uses a combination of heating elements and an optimized heating chamber to kick start the heating process faster than standard infrared heaters.

PREPARATION

Place the heater on a firm, level surface and plug into a grounded 120 V, 60 Hz power outlet. Only operate heater in upright position.

Insert two AAA batteries into the remote control before using (batteries not included). *(Not all products will include a remote control.)

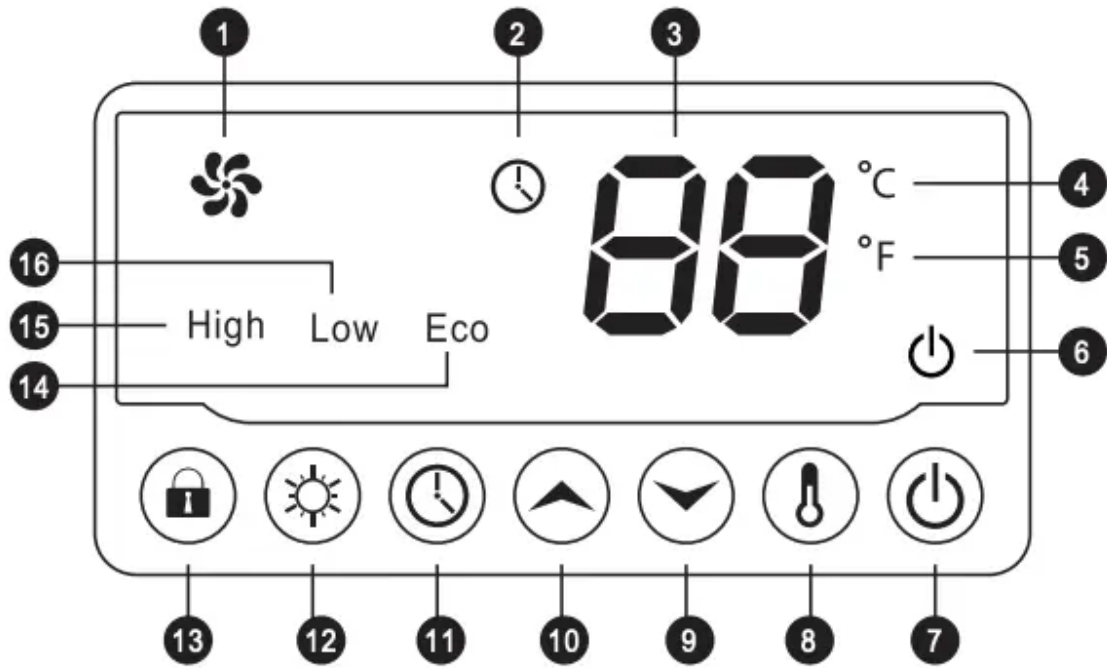
Please note that infrared heaters do not heat like a traditional space heater. You should not expect infrared heaters to blow hot air like a traditional space heater. Infrared heaters heat objects not air. Infrared heaters are intended to supplement an already heated, insulated room. Square footage specifications assume a single enclosed room not an entire home. Infrared heaters do not heat through walls, floors, and are not intended to replace a main heat source. Infrared heat can take at least 24 hours to warm a room but operate much more efficiently to maintain the desired temperature. Infrared heaters will not work well in uninsulated unheated spaces like screened in porches, RV's, garages, unheated basements, etc.

TROUBLESHOOTING

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
<p>The heater does not turn on.</p>	<ol style="list-style-type: none"> 1. The power cord is not plugged in. 2. The electricity at the main fuse box is not working. 3. The battery in the remote control is dead. 4. The thermostat on the heater is set lower than the room temperature. 	<ol style="list-style-type: none"> 1. Plug the power cord into an electrical outlet. 2. Check the electricity at the main fuse box. 3. Replace the batteries in the remote control. 4. Increase the thermostat temperature on the heater for a higher heat setting.
<p>The heater displays an error code "E1"</p>	<ol style="list-style-type: none"> 1. The heater has overheated. 2. Insufficient power to the unit 3. The air filter is clogged. 4. Insufficient air flow to the heater. 	<ol style="list-style-type: none"> 1. Unplug the heater from the wall, wait a few seconds then plug the power cord back in. 2. Make sure the unit is plugged into a dedicated 3-prong outlet, with no extension cords or surge protectors. 3. Clean the air filter located on the back of the unit. see page 13. 4. Move the unit at least 3ft from the wall.
<p>The heater displays an error code "E2"</p>	<ol style="list-style-type: none"> 1. Temperature sensor not functioning properly 	<ol style="list-style-type: none"> 1. Please contact technical support.

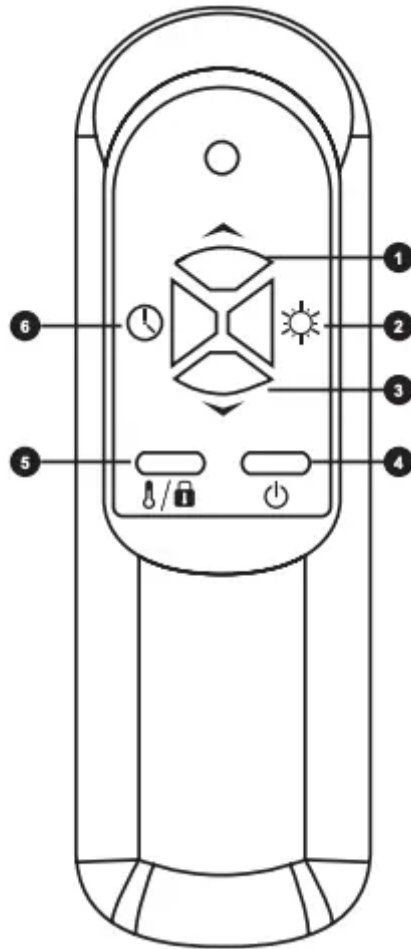


CONTROL PANEL



PART	NAME	DESCRIPTION
1	Fan Indicator Light	Indicates when the Fan is on
2	Timer Indicator Light	Indicates when the timer function is active
3	Digital Display	Readout of the set room temperature or timer value
4	Celsius Indicator Light	Indicates that the temperature is being displayed in Celsius
5	Fahrenheit Indicator Light	Indicates that the temperature is being displayed in Fahrenheit
6	Power Indicator Light	Indicates when the unit is receiving power from the wall outlet
7	Power Switch Button	Powers the heater ON or OFF
8	Ambient Temp. Button	Short Press Indicates ambient temp / hold to toggle between °C/°F
9	Temp-Down Button	Decreases the set temperature
10	Temp-Up Button	Increases the set temperature
11	Timer Button	Engages the on/off timer function
12	Heater Mode Button	Toggles between Hi / Low / Eco Modes
13	Safety Lock Button	Hold to Lock / Unlock heater's control panel
14	Energy Saving Indicator	Indicates when energy-saving mode is on
15	High Heat Indicator	Indicates when High Heat mode is on
16	Low Heat Indicator	Indicates when Low Heat mode is on

REMOTE CONTROL



PART	NAME	DESCRIPTION
1	Temp Up Button	Increases the set temperature value
2	Mode Button	Toggles between the three heat modes available
3	Temp Down Button	Decreases the set temperature value
4	Power Button	Powers the heater on or off
5	Ambient/Lock Button	Short press: Shows Ambient temperature. Long press for 3 seconds to activate lock function
6	Timer Button	Engages the on/off timer

OPERATING INSTRUCTIONS



1. Turn the heater on or off by pressing the Power button on the control panel (C) or by pressing the ON/OFF button on the remote control (B).

Once the power is off, heating elements will stop working first. The fan will continue working for up to 90 seconds to disperse residual heat inside the heater. This is a normal function.

2. Select a heat setting by pressing the MODE button on either the control panel (C) or the remote control (B) to toggle between the three heat settings.

Power for high mode is 1,500 W; low is 1,000 W. ECO mode is an economic energy saving function. When ECO mode is chosen, the heater will operate to maintain a constant warm 68°F.

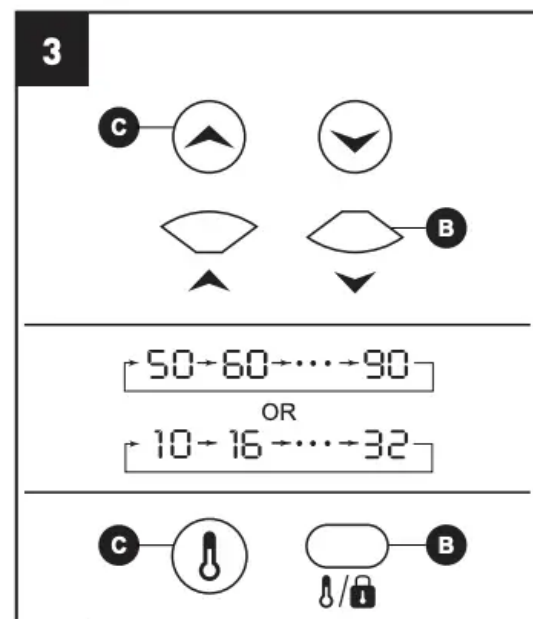
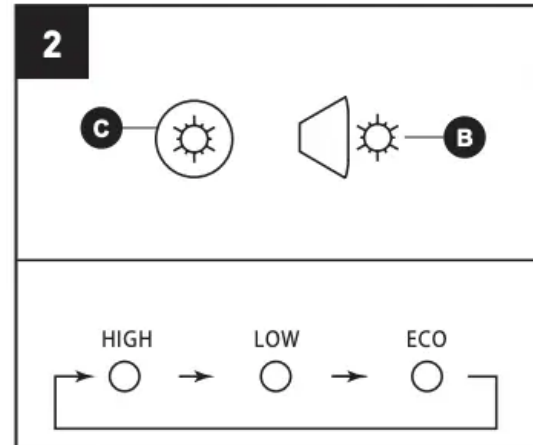
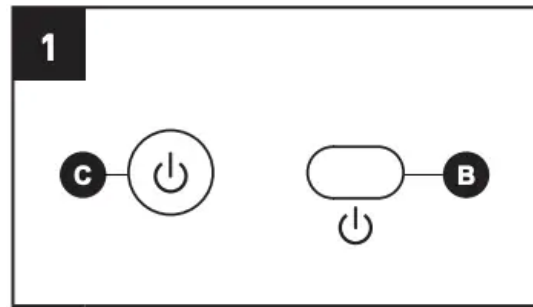
Note: The ECO LED light will only illuminate when the ECO function is active and the ambient room temperature falls below 68°F / 20°C.

3. Set the temperature by pressing the arrows on the control panel (C) or the remote control (B).

You can set the temperature on the heater anywhere between 50°F and 90°F or between 10°C and 32°C. Once you have chosen the desired temperature, the heater will remain on until the room temperature increases to the temperature on the digital display. The heater will cycle on and off to maintain the desired room temperature.

To view the ambient temperature short press the ambient temperature button on the control panel (C) or remote control (B).

Note: To switch between Fahrenheit and Celsius, press and hold the ambient



temperature button on the control panel (C) for 5 seconds.

Note: To engage the child lock on the remote (B), press and hold for 3 seconds. Deactivate the lock by repeating these steps.

4. To set the timer to power off the heater, start the unit and press the Timer button on the control panel (C) or remote control (B).

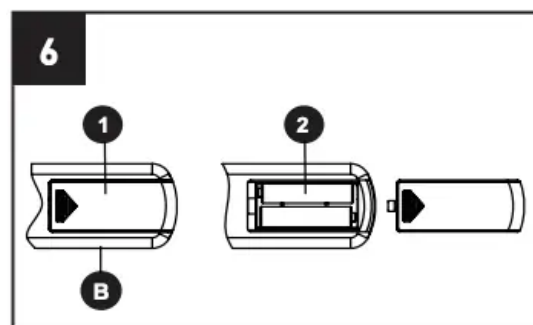
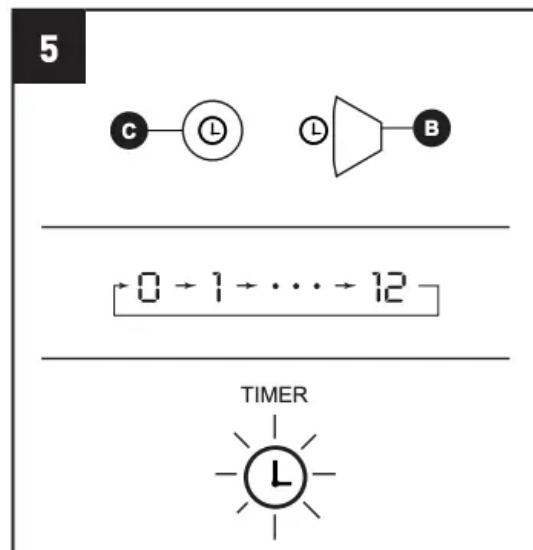
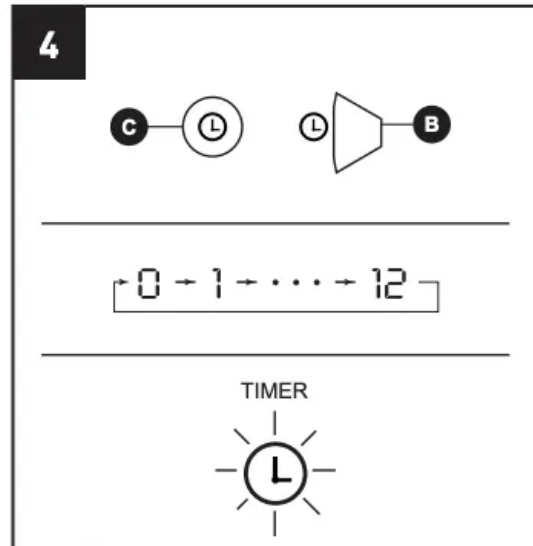
Note: The timer-power-off function can only be set when the heater is in power-on mode. The digital display on the control panel (C) changes from the set temperature readout to a time value for the timer. Press the Timer button repeatedly to change the number value between a range of 0 to 12 hours (in 1-hour intervals). The Timer light turns on when the timer is set.

5. To set the timer to power on the heater, first ensure the unit is powered off, then press the timer button on the control panel (C).

Note: The timer-power-on function can only be set when the heater is in power-off mode. The digital display on the control panel (C) will indicate time value for the timer. Press the Timer button repeatedly to change the number value between a range of 0 to 12 hours (in 1-hour intervals). The Timer light turns on when the timer is set.

6. To replace the batteries, remove the battery cover (1) from the remote (B) by applying pressure to the battery cover (1) and sliding it away from the remote (B). Insert two AAA batteries (not included) (2) and close the remote by placing the battery cover (1) back on the remote (B).

Note: Do not mix old and new batteries. Do not mix alkaline, standard (carbon-zinc), or rechargeable (NiCad, Ni-Mh, etc) batteries.



CARE AND MAINTENANCE

WARNING: Before performing any maintenance task, unplug the unit and allow it to cool completely.

1. To keep the heater clean, clean the outer shell with a soft, damp cloth. Use a mild detergent if necessary. After cleaning, dry the unit with a soft cloth.

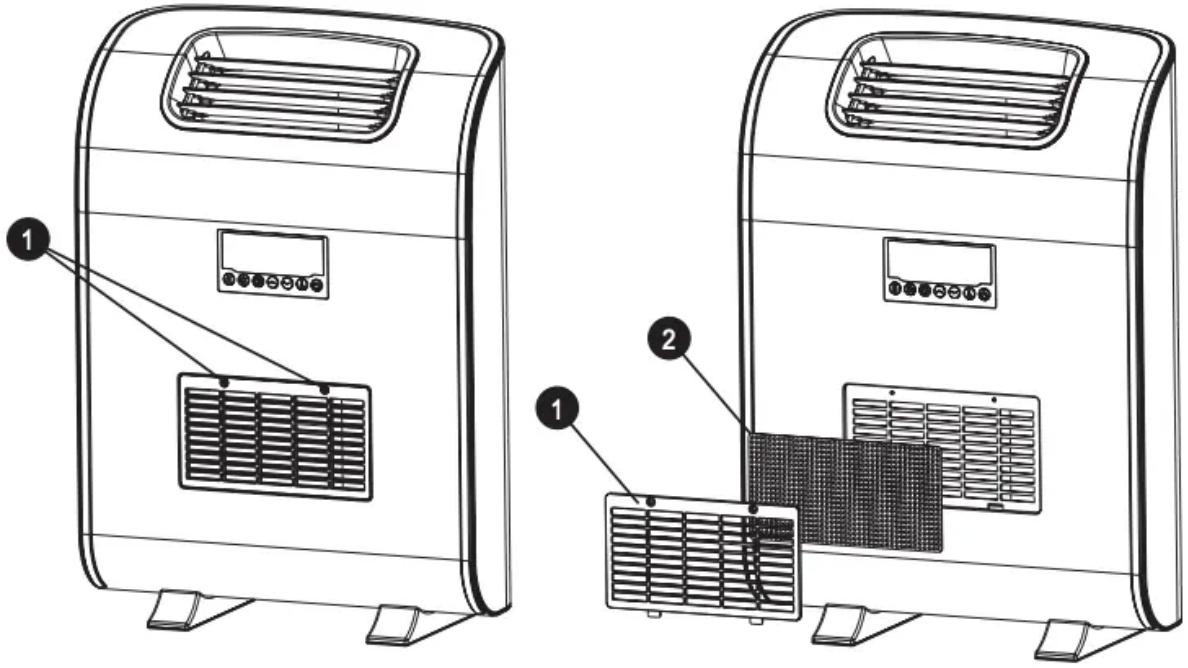
CAUTION: DO NOT let liquid enter the heater.

2. DO NOT use alcohol, gasoline, abrasive powders, furniture polish, or rough brushes to clean the heater. This may cause damage or deterioration to the surface of the heater.
3. DO NOT immerse the heater in water.
4. Wait until the unit is completely dry before use.
5. If you will not be using the heater for a while, take the batteries out of the remote control and store for future use.
6. Store the heater in a cool, dry location when not in use. To prevent dust and dirt build-up, use the original packaging to repack the unit.

CLEANING THE AIR FILTER

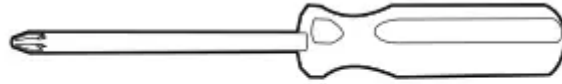
1. Clean the air filter (2) after three months or if it appears to be blocking airflow. With the heater unplugged, remove the two filter screws (1) as illustrated below. Clean all parts of the filter assembly and allow parts to completely dry.
2. Reassemble and reinstall the filter (2).

WARNING: Do not use the heater without the filter assembly in place.

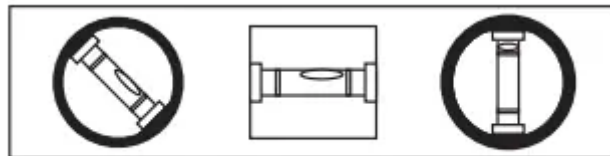


WALL MOUNTING

REQUIRED TOOLS:



Phillips Screwdriver



Standard Level

1. Using a phillips screw driver, while the unit is unplugged and placed on a flat surface, locate and remove the screws securing the feet on the bottom of the heater.

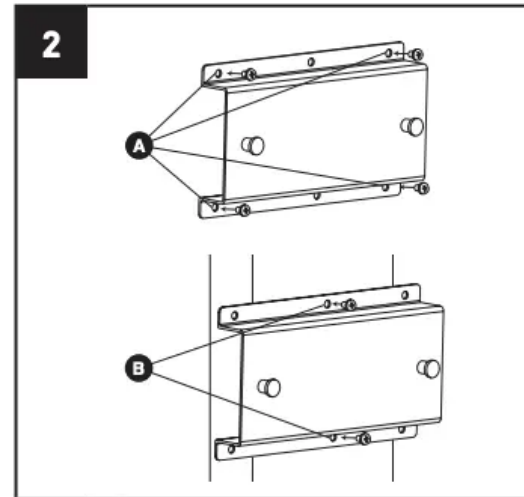
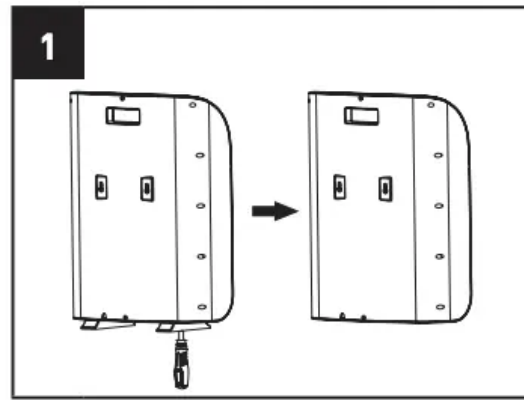
2. Determine the best wall location for mounting the unit.

Note: Choose a location close to an electrical outlet. Measure the length of the units power cord to ensure it will reach. Recommended minimum hanging height is 12" from the ground to the bottom of the unit. Max hanging height is 32" from the ground to the bottom of the unit.

If mounting the bracket to dry wall, use the outside screw slots (See Diagram A) along with the provided drywall anchors.

If mounting the bracket to a wooden stud, use the Top Middle and Bottom Middle Screw slots (Diagram B). If you choose this option, you will need to use a screw with min 2" length (not provided).

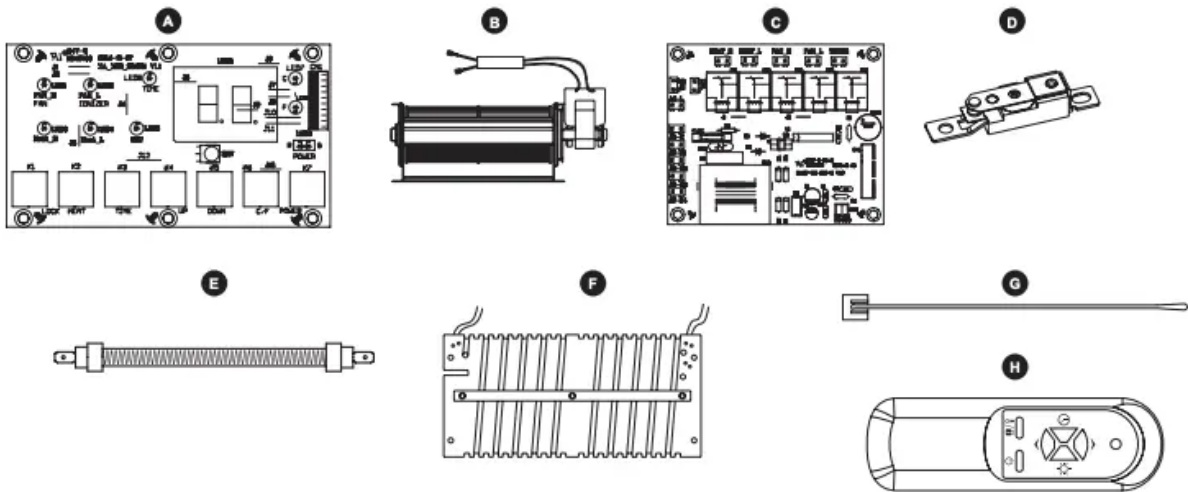
3. Mount unit onto the bracket by positioning the wall bracket with the heater bracket until the two pegs align. Then pull down gently to lock into place.



REPLACEMENT PARTS LIST

For replacement parts, call our technical support department at 657-341-0362, 9 a.m. - 5 p.m., PST, Monday - Friday

PART	DESCRIPTION	HT1153
A	Control panel	COPA-H2018
B	Fan	FAN2016
C	Power board	POBO-H2018
D	Limit switch	LIMIT130
E	Infrared tube	QUAR-R375
F	Wire mica	MICA-650
G	Thermostat Wire	SENSOR
H	Remote control	REMO-H2016



Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.