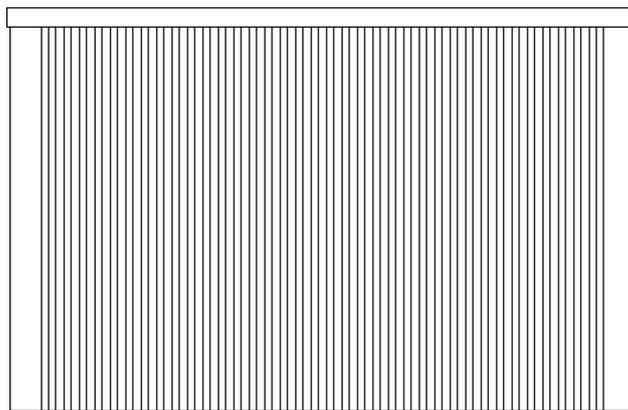


# ecostrad

INSTRUCTION MANUAL

## Ecostrad Klasse iQ Electric German Radiator



PLEASE READ AND SAVE THESE INSTRUCTIONS



# Symbols



## Warning

This symbol indicates a hazard with an average risk level which, if not avoided, could result in serious injury or death.



## Warning of electrical voltage

This symbol indicates danger to the life and health of persons due to electrical voltage.



## Do not cover

This symbol located on the device indicates that it is prohibited to place objects (such as towels, clothes etc.) above or directly in front of the device. To avoid overheating and fire hazards, the device must not be covered.



## Hot surface

This symbol located on the device indicates that its surfaces are hot during and immediately after operation. Hot surfaces should not be touched: danger of burns.



## Do not spray

This symbol located on the device indicates that it is prohibited to spray the device.



## Observe instructions in manual

This symbol located on the device indicates that instructions in the operating manual must be observed when installing and using the device.

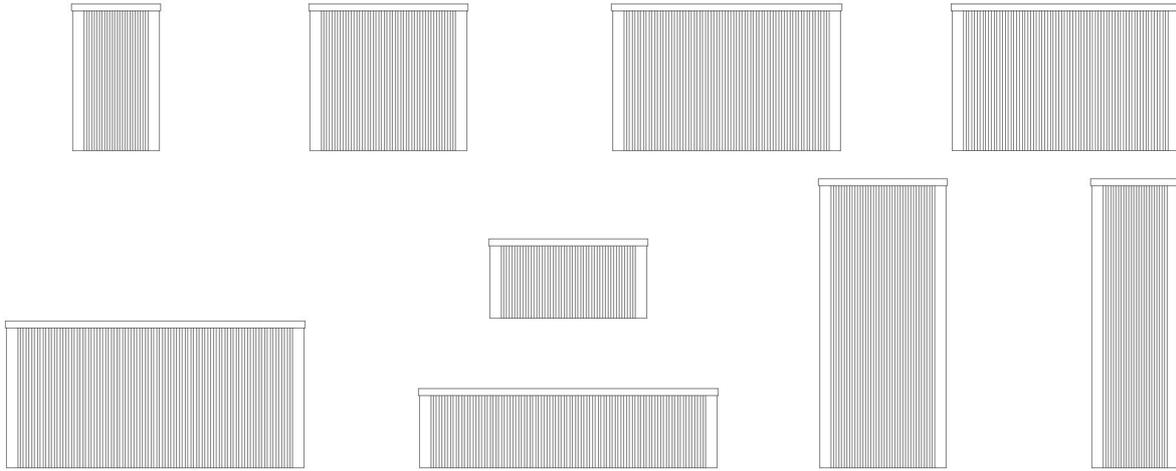
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# 1 | About the Product

This manual describes the Ecostrad Klasse iQ Electric German Radiator and details how to install and use the product. It is important to thoroughly review this manual before using the product.

## Heat Performance



The Ecostrad Klasse iQ is filled with patented stone elements designed to keep your home warm whilst optimising energy efficiency.

The radiator is heated by heating elements that are baked into the stone. The stone then works as a thermal mass, storing the heat much more effectively than traditional convector heaters and allowing the radiator to continue heating your room even when it is not using power.

The deep fluted front and back panels of the Ecostrad Klasse iQ increase the surface area and funnel air past the hot ceramic core, ensuring maximum heat diffusion.

For **technical advice** or help concerning the Ecostrad Klasse iQ Electric German Radiator, contact the retail establishment or distributor from which the product was purchased.

## 2 | Warnings & Precautions

Read this manual carefully before using or installing the radiator. Always store the manual in the immediate vicinity of the radiator or its site of use.

**Read all safety warnings and all instructions.**



Failure to follow the warnings and instructions may result in electric shock, fire, serious injury, or all of the above. Save all warnings and instructions for future reference.



### Warning

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.



### Warning

Children of less than 3 years should be kept away unless continuously supervised. Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate, or clean the appliance, or perform maintenance.



### Warning

In order to avoid a hazard due to inadvertent re-setting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.



### Warning

In order to avoid overheating, do not cover the radiator.



### Warning

Some parts of this product can become very hot and cause burns. Do not touch the surface when in operation. Do not install close to curtains or other combustible materials. Particular attention should be given where children and vulnerable adults are present.





## Warning

Do not use the device in enclosed spaces if persons are present who cannot leave the room independently and are not under constant supervision.

- In the event of a fixed connection, an all-pole separator with a minimum 3mm contact opening width must be built in
- Keep the power cable away from all hot parts of the appliance.
- Do not use the device if you detect damage to the mains plug or power cable. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons to avoid a hazard.
- All repairs and servicing must be carried out by a qualified person. To avoid danger any repairs must be completed by the manufacturer, a service agent of the manufacturer or a similarly qualified person.
- Make sure that the voltage indicated on the rating plate for this appliance corresponds to your power outlet.
- The device must not be located immediately below or in front of an electrical socket outlet.
- Do not use this device in the immediate surroundings of a bath, shower, swimming pool or any other water container. Risk of electric shock.
- Do not use the device with wet or damp hands.
- No part of the appliance should be submersed in any type of liquid.
- Cleaning should be carried out using a damp cloth only. No abrasive chemicals or materials should be used.
- Never insert fingers or other objects or body parts into the device. Risk of electric shock or injury.
- Do not use any accessories with this device. Use of accessories may cause damage or danger.
- Keep the device at a minimum distance of one metre from curtains and other flammable materials.
- The device must only be installed in an upright and fixed position in accordance with national installation rules.
- The device is for indoor use only.
- Do not use the radiator with a programmer, timer, separate remote control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.
- Make sure the minimum safety distances from walls and objects stated in the installation instructions are observed at all times. This is very important to prevent damage to walls, furniture and soft furnishings and to prevent the product overheating.
- Do not use the device in rooms where contact with flammable or potentially explosive materials like dust, gas or vapour cannot be avoided.



- Do not use in rooms or environments that have a corrosive atmosphere.
- Do not operate the device when wet. If the device gets wet during cleaning, allow it to dry out before using.
- Do not expose the device to water jets.
- Do not transport the device during operation.
- Do not sit on the device.
- Do not overload the socket used to power the device.
- Before carrying out maintenance, care or repair work on the device, ensure the device is unplugged. Do not use the cable to tug the plug from the socket. Hold the plug by its housing and pull.
- Switch the device off and disconnect the power cable from the mains socket when the device is not in use.
- Allow the device to cool down before touching or transporting the device, or attempting maintenance work.
- The device must be placed where the switches and controllers cannot be touched by a person in a bathtub or shower.



### 3 | Technical Information

**Table 1 | Specifications**

Heating Element	Magmatic® Heat Retention Tablets.
Voltage	230V 50 Hz
Wattage	Horizontal Vertical Low
	500W, 1000W, 1500W, 1800W, 2000W 1200W, 1800W 800W, 1600W
Set Temperature Range	7-30 °C
Set Temperature Resolution	0.5 °C
IP Rating	IP20
Appliance Class	Class I
Power Cable Length	1.8m

**Table 2 | Models**

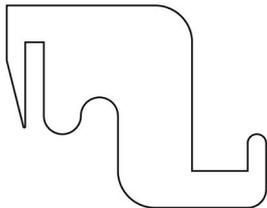
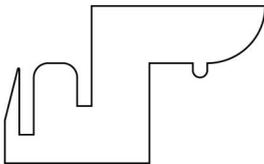
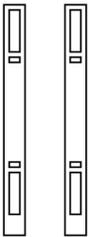
Model	Code	Height (mm)	Width (mm)	Depth (mm)
500W Horizontal	KL-H-05	630	380	70
1000W Horizontal	KL-H-10	630	680	70
1500W Horizontal	KL-H-15	630	980	70
1800W Horizontal	KL-H-18	630	980	70
2000W Horizontal	KL-H-20	630	1280	70
1200W Vertical	KL-V-12	1240	380	70
1800W Vertical	KL-V-18	1240	550	70
800W Low	KL-L-08	340	680	70
1600W Low	KL-L-16	340	1280	70

## 4 | Installation

### 4-1 | Fixings

Before beginning installation, check that all fixings in **Table 3** are supplied. The radiator should only be wall mounted with the manufacturer's fixings.

**Table 3 | Fixings supplied with radiator**

		
Bottom hooks x2	Top hooks x2	U-rails x2
		
Wall plugs x4	Wall mounting screws x4	Cover locking screws x2

### 4-2 | Wall mounting instructions

#### Warning

Before switching on the appliance make sure that the radiator is correctly fixed and is secure to the wall.



#### Warning

This device is not suitable for bathrooms and should not be mounted close to water sources.



#### Warning

Due to its weight, lifting or manoeuvring the device should not be attempted alone.



- Choose the mounting position, respecting the minimum distances from surrounding walls, ceilings or fixed objects as stated below:
  - 5cm from the sides to masonry
  - 10cm from the sides to flammable materials
  - 8cm from the bottom to the floor
  - 15cm from the top to flammable building components or covers (e.g. wooden windowsills or shelving)
  - 10cm from the top to non-flammable building components or covers (e.g. stone windowsills)

Mounting closer than recommended can cause overheating of the device and damage to surrounding objects and surfaces.

- Find the location of the U-rails. To do this, select the A and B measurements relevant to your radiator model in **Table 4** (refer to **Table 2** to identify your radiator model if unsure).

**Table 4 | Drill hole distances by product size**

Model	Code	A (mm)	B (mm)
500W Horizontal	KL-H-05	200	180
1000W Horizontal	KL-H-10	500	180
1500W Horizontal	KL-H-15	800	180
1800W Horizontal	KL-H-18	800	180
2000W Horizontal	KL-H-20	1100	180
1200W Vertical	KL-V-12	200	180
1800W Vertical	KL-V-18	370	180
800W Low	KL-L-08	500	180
1600W Low	KL-L-16	1100	180

- Use the A and B measurements to locate the positions of the U-rails on the wall.



Figure 1 | Finding the U-rail locations

4. Hold the U-rails to the walls based on the positions established in step 3. Mark the drilling locations through the holes in the U-rails.

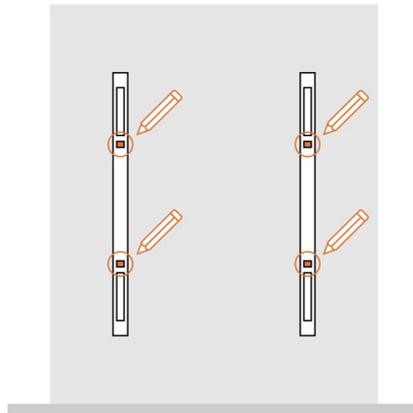


Figure 2 | Finding and marking drill hole locations

5. Drill the four holes and fit the wall plugs into the holes.

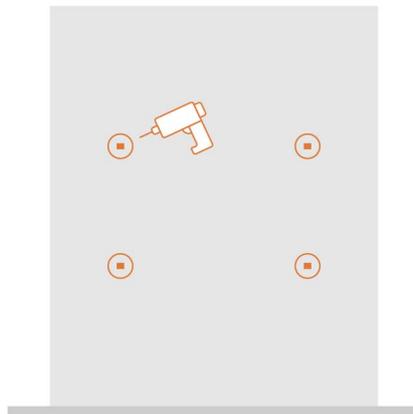


Figure 3 | Drilling the holes and inserting wall plugs

6. Use the wall mounting screws to mount the U-rails on the wall. Ensure the U-rails are mounted with the u-shaped channel facing the wall, so that there is space for the brackets to be inserted into the slots.

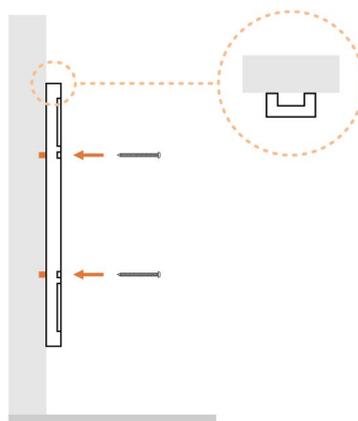


Figure 4 | Attaching u-rails to wall

7. Fit the two bottom hooks into the slots on the U-rails with the hook facing up, as shown in **Figure 5** below.

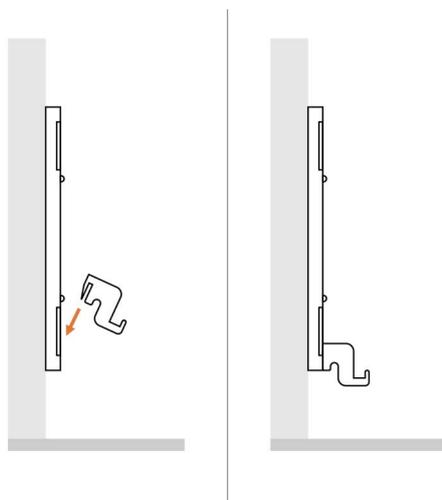


Figure 5 | Inserting bottom hooks

8. Insert the two top hooks into the U-rails with the hook facing down. Pull up as far as the slot will allow.

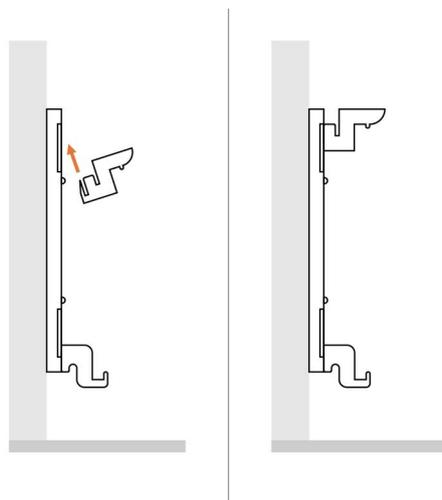


Figure 6 | Inserting top hooks.

9. Slot the bottom of the heater onto the hooks so that the hook fits between the ribs on the front and back of the heater (**Figure 7**). Do not hook onto the ribs alone.

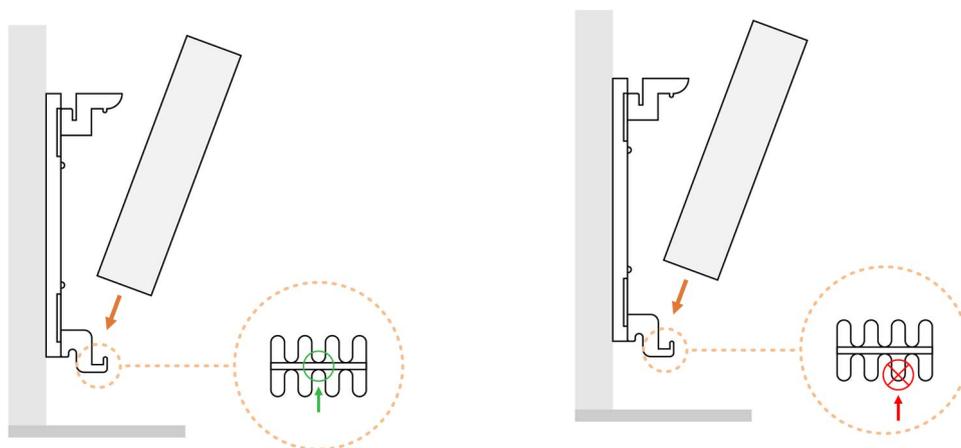


Figure 7 | Slotting the radiator in place. Left: correct hook location. Right: incorrect hook location.

10. Pull up the top hooks as high as they will go in the slots. Slowly push the heater up to vertical. The top hooks should fit over the top of the heater (see **Figure 8**).

**Warning** – due to the weight of the heater, it is recommended that this step is not attempted alone.

11. Press the top hooks down between the ribs on the front and back of the heater, securing it in place.

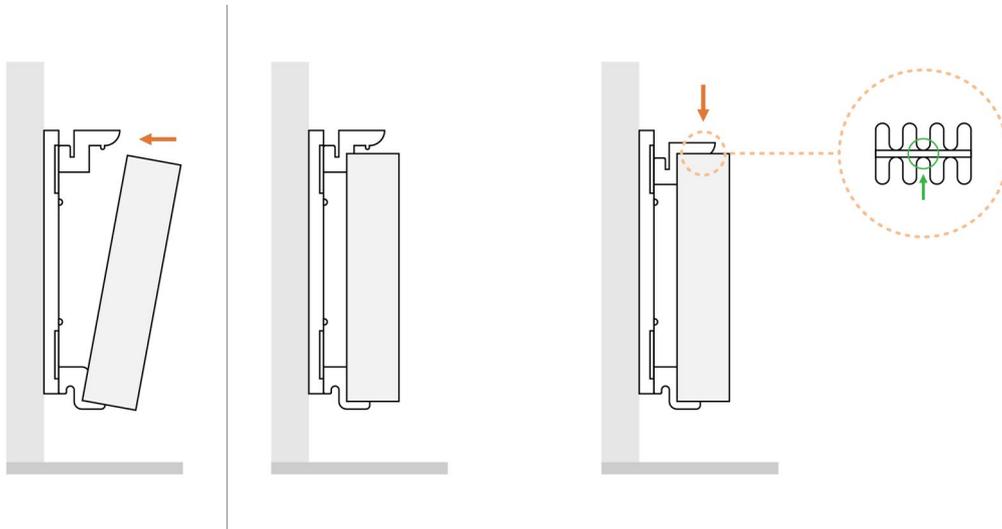


Figure 8 | Pushing radiator up to vertical and securing in place with the top hook

12. Put on the heater cover and fix in place at either end with the cover locking screws.

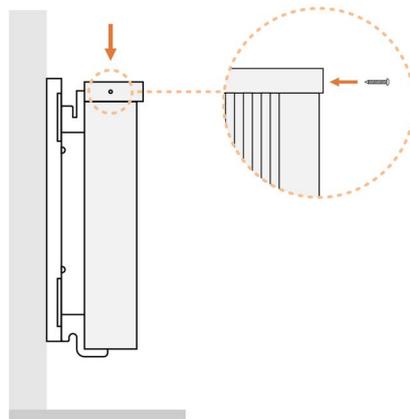


Figure 9 | Fitting cover locking screws

### 4-3 | Free standing instructions

The Ecostrad Klasse iQ is available with optional feet or castors (sold separately). These are only compatible with the **horizontal or low** Ecostrad Klasse iQ models. Never attempt to fit castors or feet on a vertical Ecostrad Klasse iQ.

1. Slide the posts of the feet or castors into the radiator fins.

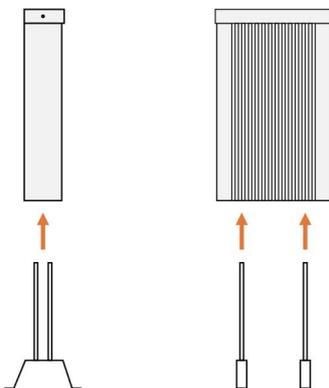


Figure 10 | Fitting the feet or castors

2. Loosen the outer screw on the top of the end panel. Do not completely unscrew. Slide the spacer into place and tighten the outer screw.

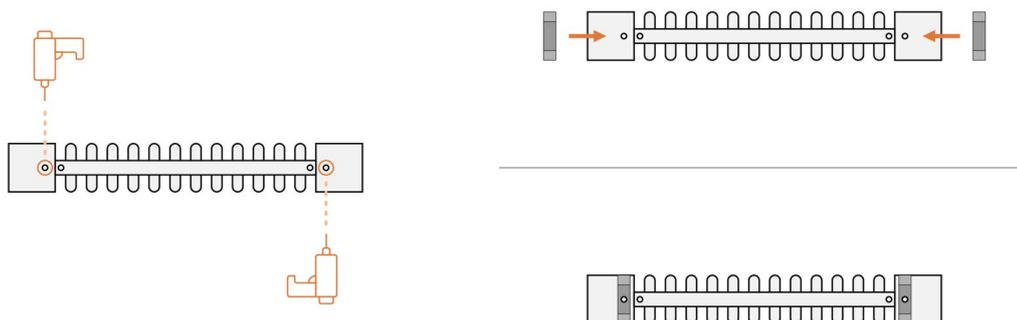


Figure 11 | Unscrewing the outer screw of the end panels and attaching the spacers

3. Put on the heater cover and fix in place at either end with the cover locking screws.

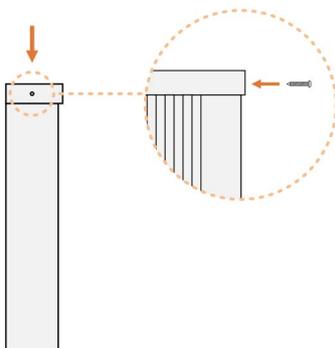


Figure 12 | Securing with the cover locking screws

#### **4-4 | Connecting to power**

The Ecostrad Klasse iQ arrives with a separate power cable. To connect to power:

1. Remove the power cable from the packaging.
2. Connect the kettle lead socket to the radiator. The connection point is on the bottom of the end panel.
3. Insert the plug into a standard 230V socket.

The Ecostrad Klasse iQ may be hard-wired providing it is wired by a qualified electrician according to all national wiring regulations.

## 5 | Controlling the Radiator

### 5-1 | Display

The LED control panel has 4 sprung buttons and dims automatically after a period of no activity. The buttons are marked with their functions; see **Figure 13**.

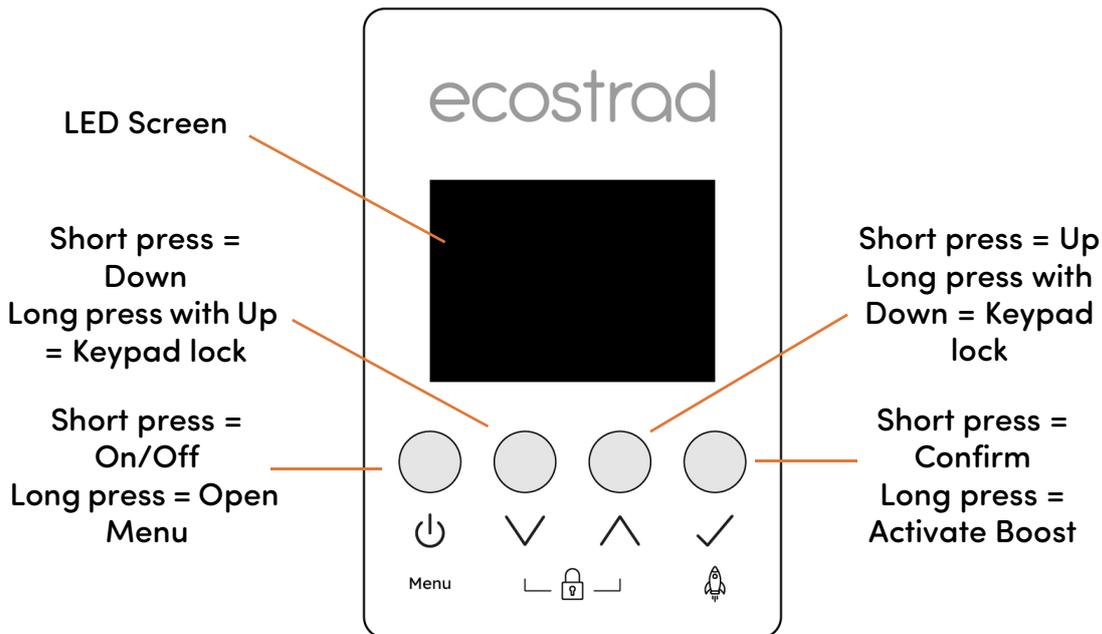


Figure 13 | Control dial display

### 5-2 | First power on

When you first power on the Ecostrad Klasse iQ, the screen will stay blank for approximately 5 seconds. Then, the Ecostrad loading screen will appear and the radiator will turn on in manual mode.

### 5-3 | Standby mode

In standby mode, the product will not heat unless frost protection is activated. In which case, the heater will only heat if the room temperature drops below 7 °C, activating frost protection.

Frost protection will prevent your room temperature from dropping too low, protecting against damp and frozen pipes. Frost protection is off by default but can be turned on in the settings menu, see section 5-5-4. When frost protection is active, a snowflake icon ❄️ will appear on the standby screen.

Press  to turn on the radiator to the heating modes.



## 5-4 | Heating modes

The Ecostrad Klasse iQ has 2 main heating modes: **manual mode** and **program mode**. There is also a **boost mode** which can be activated in both manual and program mode.

In all heating modes, if the set temperature is above the room temperature, the radiator will begin to heat (unless heating has ceased due to open window detection or overheat protection).

The radiator symbol will appear to signify that the radiator is heating.



### 5-4-1 | Manual mode

In manual mode, the screen will show 'Manual'. In this mode, you can set a desired set temperature and the radiator will heat the room to this set temperature indefinitely. The radiator symbol will appear to signify that the radiator is heating.

Press  $\nabla$  and  $\blacktriangle$  to increase and decrease the set temperature between 7 °C and 30 °C in steps of 0.5 °C.

Press  $\checkmark$  to move to program mode.



### 5-4-2 | Program mode

In program mode, the screen will show 'Program'. In this mode, the radiator will follow a user-set schedule of 24 heating periods per day.

The program is based on 3 pre-set temperatures (comfort, eco and anti-frost) and these can be changed in the settings menu (see section 5-5-1).



The current temperature pre-set of the program is represented on the screen using icons: sun ☀ for comfort, moon 🌙 for eco, and snowflake ❄ for anti-frost. The screen will also display the current temperature and the time until the temperature in the program changes.

### 5-4-3 | Temporary override in program mode

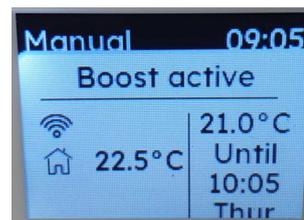
If you want to temporarily change the temperature during a heating period, simply adjust the temperature with the  $\nabla$  and  $\blacktriangle$  keys.

This temporary override temperature will replace your pre-set temperature for the remainder of the current hour. For example, if it is 11:30 and you set a temporary override, the new set temperature will be used for 30 minutes - until the next hour starts (in this case, 12:00).

Use temporary override for quick, temporary changes to your heating. For instance if you need to leave for a short while and want to quickly change the set temperature for while you are gone, temporary override is ideal.

#### **5-4-4 | Boost**

The Ecostrad Klasse iQ is equipped with an easy boost feature which allows you to temporarily change the set temperature without altering your current settings. This boost is more flexible than temporary override as it can be used in either manual or program mode and can be set for a much longer period of time.



After this set period of time heating to your boost temperature, the radiator will return to the previous settings and temperatures.

Boost can be activated in manual mode or in program mode.

To set a boost:

1. Press and hold ✓ to enter the boost setting screen.
2. Adjust the boost temperature between 7 °C and 30 °C in steps of 0.5°C using √ and ∧.
3. Press ✓ to confirm.
4. Adjust the boost time using √ and ∧. The boost time can be set between 1 and 24 hours.

Whilst boost is running, the boost screen will remain over the interface. The time will count down to the end of the boost.

When the boost ends, the radiator will return to heating in the mode it was in before boost was set, with the original set temperature.

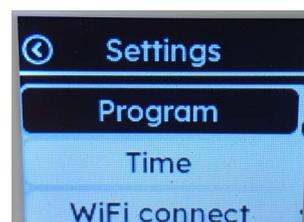
You can cancel the boost and return to the previous mode by pressing the standby key ⏻.

#### **5-5 | Settings**

The settings of the Ecostrad Klasse iQ are arranged in a settings menu.

Use √ and ∧ to navigate through the menu. Press ✓ to enter a submenu and ⏻ to go back.

The menu will time-out after 1 minute of no activity. All changes made before the time-out will be saved.



The settings available in this menu are:

- Program
- Time
- WiFi connect
- Advanced
- Interface

## 5-5-1 | Program settings

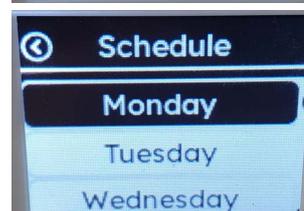
Within the program setting menu, you can set the program (schedule), adjust the program pre-set temperatures, and turn on or off adaptive start.

### Setting the program

The program of the Ecostrad Klasse iQ consists of 24 hour-long slots which can each be set to a pre-set temperature: comfort ☀, eco ☾ or anti-frost ❄. You can set the temperatures for these pre-sets in the 'pre-set temperatures' menu.

#### To set the program:

1. Choose between daily and weekly programming. Daily programming allows you to set a different program for each day. Weekly programming allows you to set one program that will be used for every day of the week. Use  $\nabla$  and  $\blacktriangle$  to choose and  $\checkmark$  to confirm.
2. If you have picked weekly programming, skip to step 3. If you have chosen daily programming, you can now pick the day to program. Use  $\nabla$  and  $\blacktriangle$  to choose and  $\checkmark$  to confirm.
3. You will now see the day programming screen. On this screen, you will see the hour you are setting (e.g. 00:00 Monday), and the current mode. Choose a mode by pressing  $\checkmark$ . If you do not want to change the current mode for this hour, choose  $\Leftrightarrow$  which signifies 'navigate'.
4. Once you have chosen a mode, move forward and backwards through the hours of the day using  $\nabla$  and  $\blacktriangle$ . If you do not choose 'navigate', the current selected mode will be copy-pasted onto the hours as you move through them.
5. Go through all the hours of the day and choose a mode for each hour.
6. When you are happy, you can return to the day selection menu by pressing  $\downarrow$ . If you chose weekly programming, you will exit the schedule menu.



#### Pre-set temperatures

In this menu, you can set the pre-set temperatures for comfort, eco, and anti-frost. To do this:

1. Choose a pre-set with  $\nabla$  and  $\blacktriangle$ . Press  $\checkmark$  to confirm.
2. Select a temperature with  $\nabla$  and  $\blacktriangle$ . Comfort and eco can be set between 7 °C and 30 °C, whereas anti-frost can be set between 7 °C and 16 °C.
3. Press  $\downarrow$  to exit the submenu.



## Adaptive start

Adaptive start is part of program mode and is an energy saving feature designed to adapt your program start times based on the room temperature. For instance, if the room is particularly cold, adaptive start will make sure your radiator starts heating earlier to ensure your room is warm when you want it to be. Adaptive start is disabled by default. To activate or deactivate adaptive start:



1. Choose between on and off (represented by icons) with  $\vee$  and  $\wedge$ .
2. Press  $\text{⏻}$  to exit the submenu.

## 5-5-2 | Time settings

In this menu, you can set the time. If you are connected to the app, the time on the radiator will synchronise with the app. Any changes made in the time settings menu will be overwritten.

To set the time manually, when not connected to the app:



1. Enter the time menu with  $\checkmark$ .
2. 'Day' will flash. Set the day of the week with  $\vee$  and  $\wedge$ . Press  $\checkmark$  to confirm.
3. 'Hour' will flash. Set the hour with  $\vee$  and  $\wedge$ . Press  $\checkmark$  to confirm.
4. 'Min' will flash. Set the minutes with  $\vee$  and  $\wedge$ . Press  $\checkmark$  to confirm.

## 5-5-3 | WiFi connect

This settings menu controls the WiFi connection between the app and the radiator. For more information on connecting to the app, see section 6.

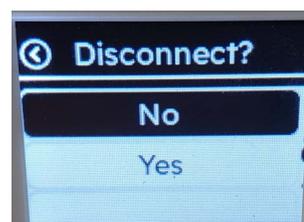
To activate pairing mode:

1. Press and hold  $\text{⏻}$  to enter the main settings menu.
2. Use  $\vee$  and  $\wedge$  to navigate to WiFi connect.
3. Press  $\checkmark$  to enter the WiFi connect screen .

If you are already connected to the app and you enter the WiFi Connect settings menu, you will be asked whether you want to disconnect the current connection.

Choose YES to break the current app connection and put the heater into pairing mode.

Choose NO to keep the radiator connected to the app with which it is currently paired.



## 5-5-4 | Advanced settings

In the advanced settings menu, you can adjust the temperature calibration, open window detection and the frost protection setting.

## Calibration

Temperature calibration allows users to adjust for any discrepancy between the average room temperature and the temperature sensed by the thermostat. For instance, if the temperature in the room is 18 °C, but the radiator is sensing 16 °C, a compensation factor of +2 °C will offset the difference.



The accuracy of the radiator's temperature reading can be affected if the unit is mounted with the sensor in a hot or cold spot, such as hot water pipes or a draughty doorway. The sensor is at the bottom of the unit.

1. Use ✓ to enter the menu.
2. Use ∇ and ▲ to choose the calibration value. Press ✓ to confirm.

## Open window detection

Open window detection is an energy-saving feature designed to cut power to the unit if a window is opened. If the radiator detects a sudden drop in temperature within 2 minutes, the open window detection icon will appear and the set temperature will decrease to 7 °C for 60 or 90 minutes.



In this setting you can deactivate open window detection or activate it and set how long the radiator waits before switching back to the full set temperature. Open window detection is disabled by default.

To activate or deactivate open window detection:

1. Use ✓ to enter the menu.
2. Use ∇ and ▲ to choose between off, 60, or 90. Press ✓ to confirm.

## Frost protection

Frost protection works in standby mode to prevent pipes from freezing. If enabled, frost protection will trigger if the heater is in standby and the room temperature drops below 7 °C, causing the radiator to start heating.



To activate or deactivate frost protection:

1. Use ✓ to enter the menu.
2. Use ∇ and ▲ to choose between on and off. This is represented by icons. Press ✓ to confirm.

## 5-5-5 | Interface settings

In the interface settings menu, you can adjust settings related to the behaviour of the control screen. This includes display settings, turning on and off sound, changing display language and activating factory reset.

## Display

The display settings control dimming behaviour and the brightness of the screen. In this menu you can choose whether the screen dims (and how quickly), and you can choose how bright the screen is when ON and when OFF (i.e. dimmed).

1. Use ✓ to enter each menu.
2. Use ∇ and ▲ to choose between the options. Press ✓ to confirm.



## Sound

In this setting menu you can turn on or off the button sounds. To do this:

1. Use ✓ to enter the menu.
2. Use ∇ and ▲ to choose between sound on and sound off. This is represented by icons. Press ✓ to confirm.



## Language

The Ecostrad Klasse iQ is set up for English and German. To change the language:

1. Use ✓ to enter the menu
2. Use ∇ and ▲ to choose between English and German. Press ✓ to confirm.



## Factory reset

To restore the device to default settings, select factory reset and choose "Yes" when asked to confirm. All parameters, including programming, will return to the defaults as detailed in **Table 5**.

**Table 5 | Factory default settings**

Parameter	Default
Mode	Manual
Temp	20
Keypad lock	Off
Program mode - comfort temp	20
Program mode - eco temp	18
Program mode - frost temp	7
Temperature calibration	0
Open window detection	Off
Adaptive start	Off
Frost Protection	Off

**Table 5 | Factory default settings**

Parameter	Default
Dim	30
Brightness ON	100
Brightness OFF	10
Sound	OFF
Language	English
WiFi connect	Off
Time	00:00
Program	All frost

### **5-6 | Keypad lock**

The keypad lock allows you to lock the keypad to prevent accidental adjustments of the heating parameters. The keypad lock can be activated in any mode, including standby.

To lock the keypad, press and hold the ∨ and ∧ keys for 5 seconds. A padlock icon will appear on the screen when the keypad is locked, and all keys will be disabled.



To unlock the keypad, press and hold ∨ and ∧ keys for 5 seconds. The padlock icon will disappear.

## 6 | Connecting to WiFi

### 6-1 | Downloading the app

The Ecostrad Klasse iQ Electric German Radiator is designed to work with the Smart Life app.

Scan the code below to go to the app. Press install and follow the app's instructions to create an account.



**NOTE** – The Smart Life app is a constantly evolving third party system. This guide was correct at time of printing but may differ slightly from future versions. The app is designed to work on Android or iOS but older software versions may affect app presentation and performance.



### 6-2 | Connecting to the app

1. To put the radiator in pairing mode, hold  $\text{⏻}$  to enter the menu. Use  $\text{✓}$  and  $\text{^}$  to navigate to “WiFi connection”. Enter the menu with  $\text{✓}$ . You will have 2 minutes to make the connection on the app before pairing times out. See section 5-5-3 for more details on pairing mode.
2. On the home page of the Smart Life app, press + or add device.
3. The app should start scanning, as shown by the icon at the top of the screen (see **Figure 14**). If this icon and text does not show, press  $\text{Ⓢ}$  in the top right corner.

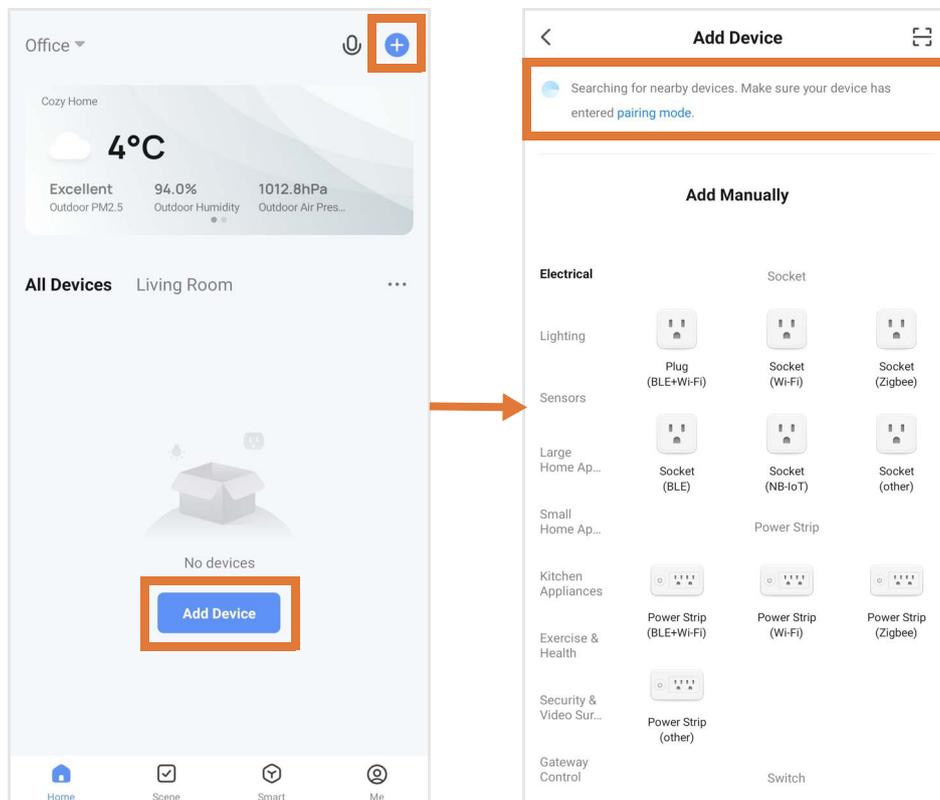


Figure 14 | Adding device on Smart Life app

- The app will demonstrate that it has found the radiator (see **Figure 15**). Press "Add", then tap the **+** icon.

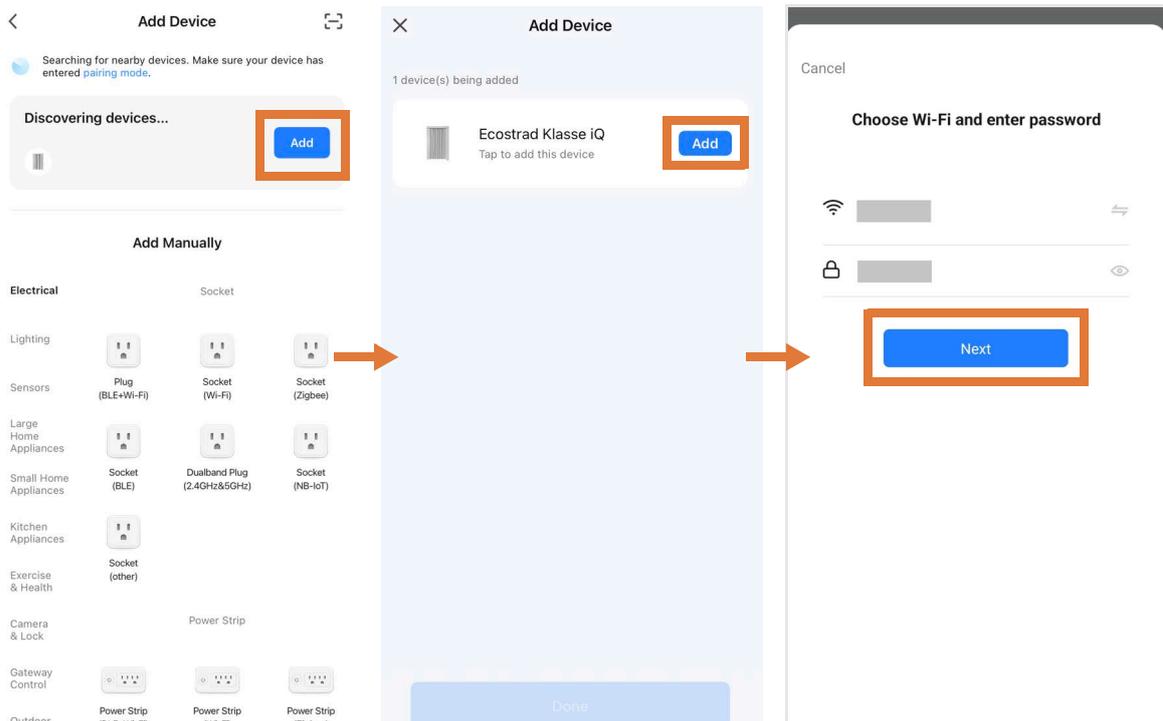


Figure 15 | Finding device on Smart Life app

- The app may ask you to choose your WiFi network and enter the password. Press "Next".
- The radiator will begin connecting. When it is successfully added, it will appear on the app as in **Figure 16**. Press  to change the name of the radiator or "Done" to return to the home screen.

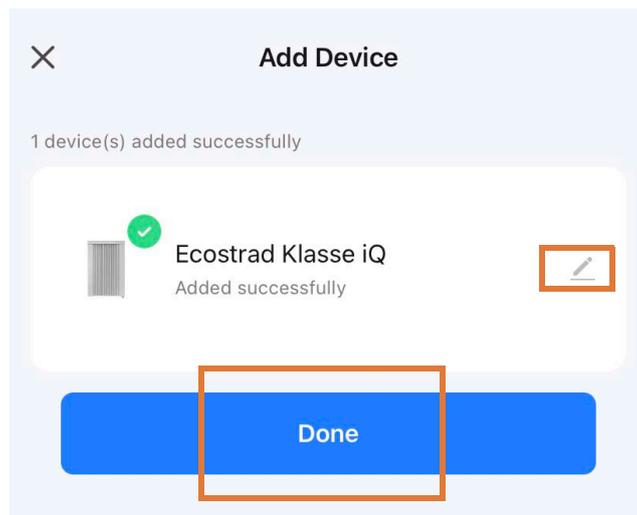


Figure 16 | Finishing connection process

## WiFi Connection – Troubleshooting

If the radiator does not connect on the first attempt:

- Make sure both the radiator and your smart device are in range of your router.
- Make sure you complete the connection process in 2 minutes. If the pairing screen has timed out, begin the process again.
- Ensure your router has a strong internet connection.
- Ensure WiFi and Bluetooth are enabled on your smart device.
- Make sure the app has registered successfully.
- Make sure your smart device is connected to the same WiFi network as that to which you are attempting to connect your radiator.
- Ensure you are connected to a 2.4G WiFi band. See instructions within the app if you are currently connected to a 5G band.
- Check any local restrictions on your WiFi. WiFi networks in public places such as hotels and airports may require extra identification steps.

## 7 | Using the App

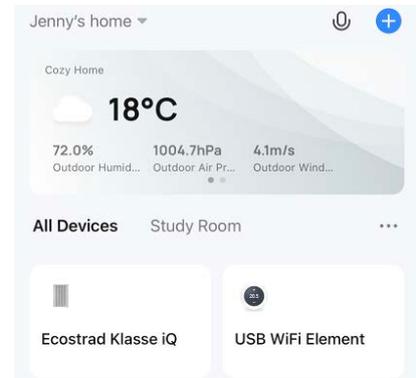
**NOTE** – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions.

### 7-1 | Home overview

You can use the Smart Life app to control multiple devices. All devices are displayed on the home screen with their status.

Possible statuses:

- Online – Heater will respond to app commands.
- Offline – Device is turned off at wall or power switch. It cannot be controlled by the app.



### 7-2 | Control interface

Tap the heater listing to go to the control interface.

Here you can turn the radiator off and on, adjust set temperatures, choose mode and access weekly programmer and device settings.

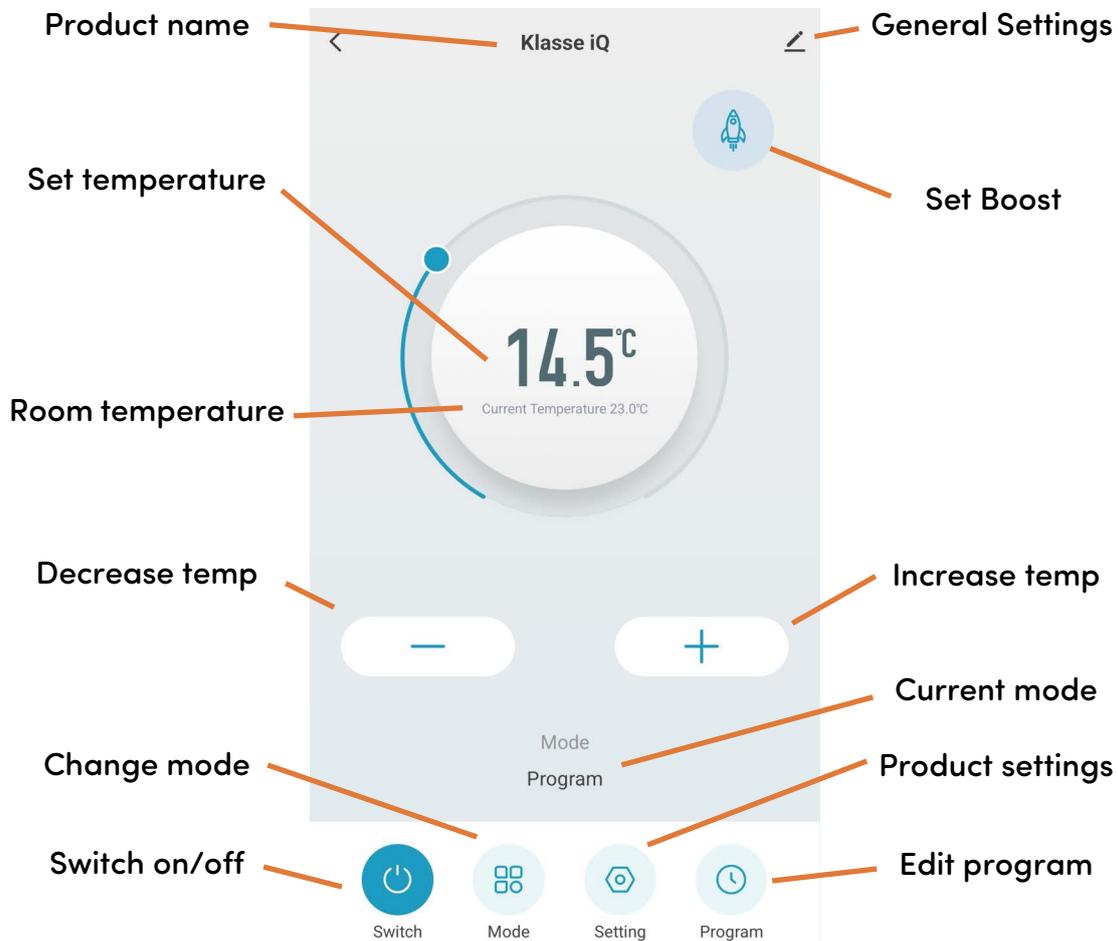
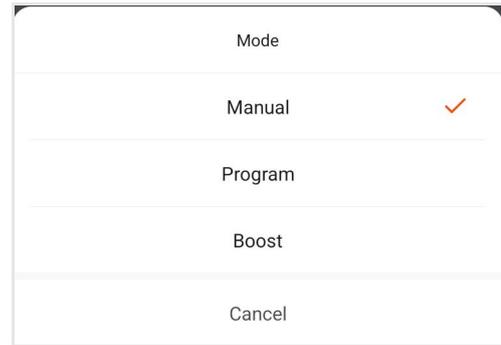


Figure 17 | App control interface

### 7-3 | Choose mode

Tap the mode icon on the control interface to choose mode. The options correspond to the modes on the control panel: manual and program mode, as well as boost mode.



#### 7-3-1 | Manual mode

In manual mode, simply use the sliding dial or the - and + keys to adjust the set temperature.

#### 7-3-2 | Program mode

In program mode, the set temperature can be adjusted using the - and + keys. This will set a temporary override temperature which will last until the next hour begins.

#### 7-3-3 | Boost

Click on the boost icon to access the boost setting menu. Here you can set the boost temperature and boost time.

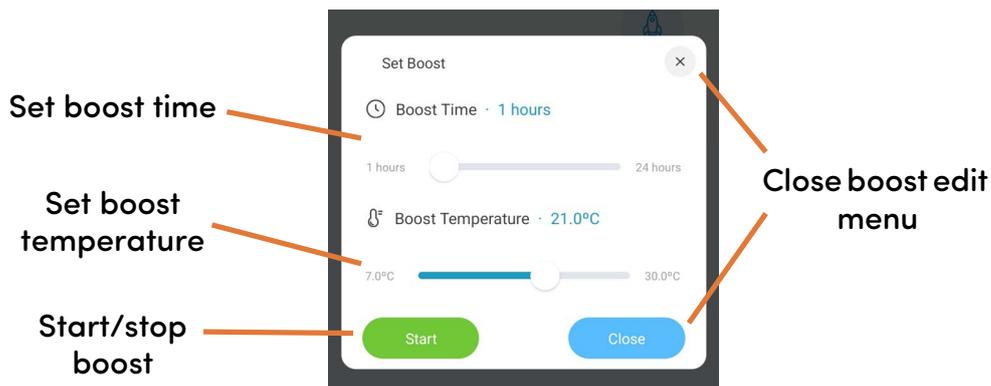


Figure 18 | Setting a boost

While the boost is running, a boost summary will display, showing how long is left on the boost and what temperature it is set to. You can edit or cancel the boost at any time by clicking the boost icon.

After the boost is finished, the radiator will return to the mode it was previously in.

You can also set a quick, default boost (1hr, 21 °C) by choosing 'Boost' in the mode menu.

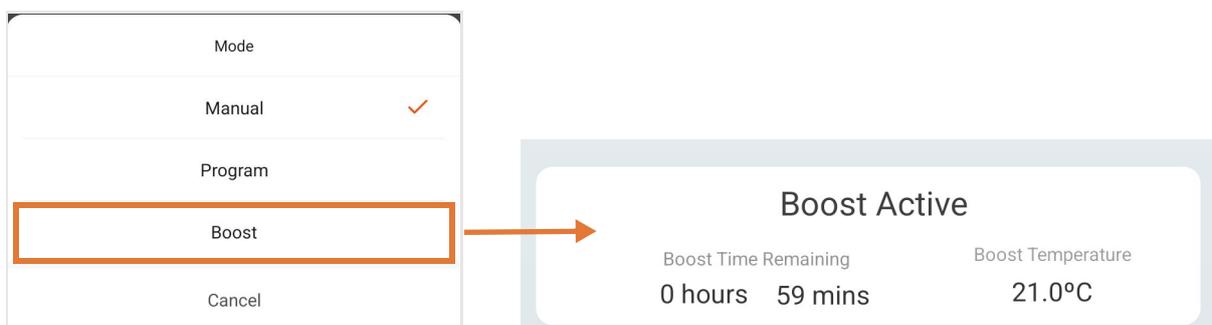


Figure 19 | Default boost settings activated by entering 'Boost' from mode menu

### 7-3-4 | Setting the Program

Tap the program  icon on the control interface to configure a program.

A program consists of 24 hourly intervals for each day, which you can set to comfort, eco, or anti-frost temperatures.

Tap the interval to choose comfort (yellow bar) or eco (green bar) or anti-frost (blue bar).

**NOTE** – your set program will only run in program mode.

The program will save automatically as soon as it is set.



### 7-4 | Device settings

Tap the  icon to view and adjust the radiator’s settings. These correspond to the settings available through the control panel.

Tap the  icon for settings that relate to the radiator’s listing on the app, including its name, any automations it is included in, and the quality of its network connection.

### 7-5 | Voice integration

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

To connect Alexa with Smart Life, download the Smart Life skill onto your Alexa app. To connect Google Home with Smart Life, go to “Set up a device” in the Google Home app. Tap “Works with Google” and select Smart Life from the list.

Depending on your device, your voice control app may discover your heaters automatically, or you may need to prompt it to do so. You can find quick guides for both Google Home and Alexa in the Smart Life app's FAQ section.

**Make sure you give the heater a name that’s easy for you to say and for your voice interface to understand.** You can change the radiator’s name in the Smart Life app.

**Table 6 | Voice commands for the Klasse iQ**

	Command	Action
	<ul style="list-style-type: none"> <li>Turn on <b>&lt;device name&gt;</b></li> <li>Switch on <b>&lt;device name&gt;</b></li> </ul>	Switches the radiator on.
	<ul style="list-style-type: none"> <li>Turn off <b>&lt;device name&gt;</b></li> <li>Switch off <b>&lt;device name&gt;</b></li> </ul>	Switches the radiator off.
	Alexa <ul style="list-style-type: none"> <li>Set <b>&lt;device name&gt;</b> to heat</li> </ul> Google Home <ul style="list-style-type: none"> <li>Set <b>&lt;device name&gt;</b> to hot</li> </ul>	Switches to manual mode.
	<ul style="list-style-type: none"> <li>Set <b>&lt;device name&gt;</b> to auto</li> </ul>	Switches to program mode.

**Table 6 | Voice commands for the Klasse iQ (Continued)**

	Command	Action
°C	<ul style="list-style-type: none"> <li>Set <b>&lt;device name&gt;</b> to <b>&lt;temperature&gt;</b> degrees</li> </ul>	<p>In manual mode, this changes the manual set temperature. In program mode, this changes the temporary override temperature.</p> <p>Choose value from 7 to 30.</p>
  °C	<ul style="list-style-type: none"> <li>Increase <b>&lt;device name&gt;</b> temperature</li> <li>Decrease <b>&lt;device name&gt;</b> temperature</li> <li>Make <b>&lt;device name&gt;</b> warmer</li> <li>Make <b>&lt;device name&gt;</b> cooler</li> <li>Raise <b>&lt;device name&gt;</b> temperature</li> <li>Lower <b>&lt;device name&gt;</b> temperature</li> </ul>	<p>Increases or decreases the set temperature by 1 °C, as above.</p>
  <b>&lt;x&gt;</b> °C	<ul style="list-style-type: none"> <li>Increase <b>&lt;device name&gt;</b> <b>&lt;x&gt;</b> degrees</li> <li>Decrease <b>&lt;device name&gt;</b> <b>&lt;x&gt;</b> degrees</li> <li>Raise <b>&lt;device name&gt;</b> <b>&lt;x&gt;</b> degrees</li> <li>Lower <b>&lt;device name&gt;</b> <b>&lt;x&gt;</b> degrees</li> </ul>	<p>Increases or decreases the set temperature by a number of degrees.</p>
Room °C	Alexa <ul style="list-style-type: none"> <li>What's the <b>&lt;device name&gt;</b> temperature?</li> </ul> Google Home <ul style="list-style-type: none"> <li>What temperature is the <b>&lt;device name&gt;</b>?</li> </ul>	<p>Reports the current room temperature sensed by the radiator.</p>
Set °C	<ul style="list-style-type: none"> <li>What temperature is the <b>&lt;device name&gt;</b> set to?</li> </ul>	<p>Reports the set temperature of the radiator.</p>

## 8 | Warranty

The Ecostrad Klasse iQ Electric German Radiator carries a 15-year guarantee on the body, a 3-year guarantee on paintwork and a 2-year guarantee on electrical components.

### **What does the warranty cover?**

Within the stated period, starting from the date the customer receives their unit, Ecostrad guarantee to repair or replace the unit where a fault is due to defects in materials or manufacturing.

### **What does the warranty NOT cover?**

The warranty does not cover any defect arising from damage, negligence, usage outside the product's intended purpose or fair wear and tear. The warranty is only valid when the unit has been used at the specified supply voltage, and in accordance with all conditions specified in this manual. The warranty will be void if the heater has been covered, tampered with or opened in any way, or if the ratings label has been removed.

The warranty does not cover failures and faults due to force majeure, accidental damage, mishandling, external impact, chemical agents or atmospheric phenomena, incorrect use of the device, the purchaser's faulty electrical installations, transporting the device or problems caused by the device being handled by persons not authorised by Ecostrad. If the unit has been hardwired, an invoice may be required to confirm the work was carried out by a qualified professional. Ecostrad cannot accept responsibility for damage, loss or injury caused by incorrect installation, maintenance, cleaning or covering the device.

### **How to claim**

The warranty is a contract with the original purchaser and does not transfer if the unit is re-sold, gifted or inherited.

Proof of purchase, including order number and order confirmation or invoice, will be required if a claim is made. The Safety Certificate provided with the heater may also be required for warranty claims.

The warranty covers only the model of heater shown on the purchase invoice. The warranty covers the repair or replacement of the defective product only and Ecostrad shall have no liability for installation costs or consequential losses however incurred. The unit is sold as a DIY product; whilst hardwiring is permitted within the terms of the warranty – provided evidence can be produced that the work was performed by a qualified installer – no compensations will be offered for the installer's costs in the event of a claim.

Claims must be made with the establishment where the device was purchased. This warranty does not affect the customer's consumer rights.

## 9 | Disposal



In accordance with WEEE Directive 2012/19/EU, the icon with the crossed-out waste bin on electrical or electronic equipment stipulates that this equipment must not be disposed of with household waste at the end of its life. You will find collection points for free return of waste electrical and electronic equipment in your vicinity. The addresses can be obtained from your local authority.

The separate collection of waste electrical and electronic equipment enables the re-use, recycling and other forms of recovery of waste equipment, and prevents any negative effects for the environment or human health caused by the disposal of hazardous substances potentially contained in the equipment.

For queries, contact:

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