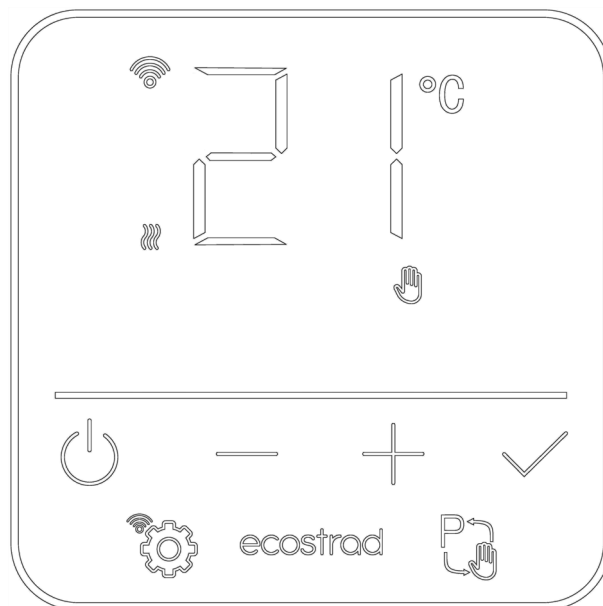


# ecostrad

INSTRUCTION MANUAL

## Ecostrad Artis iQ Electric Panel Heater

USER GUIDE



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.

# Contents

1	About the Product	2
2	Warnings & Precautions	3
3	Installation	5
4	Controlling the Heater	6
4-1	Control screen	6
4-2	Standby mode	6
4-3	Manual mode	7
4-4	Program mode	7
4-5	Keypad lock	9
4-6	Settings menu	9
4-7	Factory reset	11
5	Connecting to the App	12
5-1	Downloading the app	12
5-2	Connecting to the app	12
6	Using the App	15
6-1	Home overview	15
6-2	Control interface	15
6-3	Device settings	16
6-4	Voice integration	17
7	Cleaning & Maintenance	19
8	Warranty	20
9	Disposal	21

# 1 | About the Product

This manual describes the **Ecostrad Artis iQ Electric Panel Heater** and details how to install and use the product. It is important to thoroughly review this manual before using the product.

For **technical advice** or help concerning the Ecostrad Artis iQ Electric Panel Heater, contact the retail establishment or distributor from which the product was purchased.

## Heat Performance

The Ecostrad Artis iQ is designed to heat by passing air over an aluminium heating element in a process called convection. This highly responsive method of heat transfer will begin warming the air within minutes, ensuring a room is never cold for long. This type of heat is brilliant for supplementary warmth, hard-to-heat areas, or rooms not in frequent use.

In rooms with high ceilings, this heater may take slightly longer to warm the room, as the hot air may collect first in the high points of the room. For best results, always ensure precautions are taken to avoid heat loss, such as closing doors and blocking draughts.

## 2 | Warnings & Precautions

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

### Read all safety warnings and all instructions.

The heater should only be used according to the instructions in this manual. 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

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

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

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



#### Warning

To avoid overheating and risk of fire, do not cover the heater. Covering the heater for extended periods will activate the safety fuse, permanently disabling the heater.



#### 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



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.

- Keep the power cable away from all hot parts of the appliance.
- Do not use the heater with the power cable wound up. This can cause a dangerous build up of heat. Do not wind the cable around the appliance as this may cause weakening and splitting of the insulation. The power cable should be fully unwound and removed from any storage areas before use.
- 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.
- 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-powered appliances. Make sure any extension lead used can safely support the power requirements of the product.
- 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 use this device in the immediate surroundings of a bath, shower, swimming pool or any other water container. Risk of electric shock. This product is not suitable for bathroom use.
- The device must be placed where the switches and controllers cannot be touched by a person in a bathtub or shower.
- 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.
- The device must not be located immediately below an electrical socket outlet.



- Keep all objects at least 1m away from the front, side or back of the heater.
- The device must only be installed in an upright and fixed position on a smooth, stable, heat-resistant surface.
- The device is for indoor use only.
- 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 use in places where food, artwork, or delicate scientific objects are stored.
- 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 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.
- 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 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.

## 3 | Installation

Please see the installation section of the manual for instructions on fitting the Ecostrad Artis iQ to the wall or to feet.

## 4 | Controlling the Heater

### 4-1 | Control screen

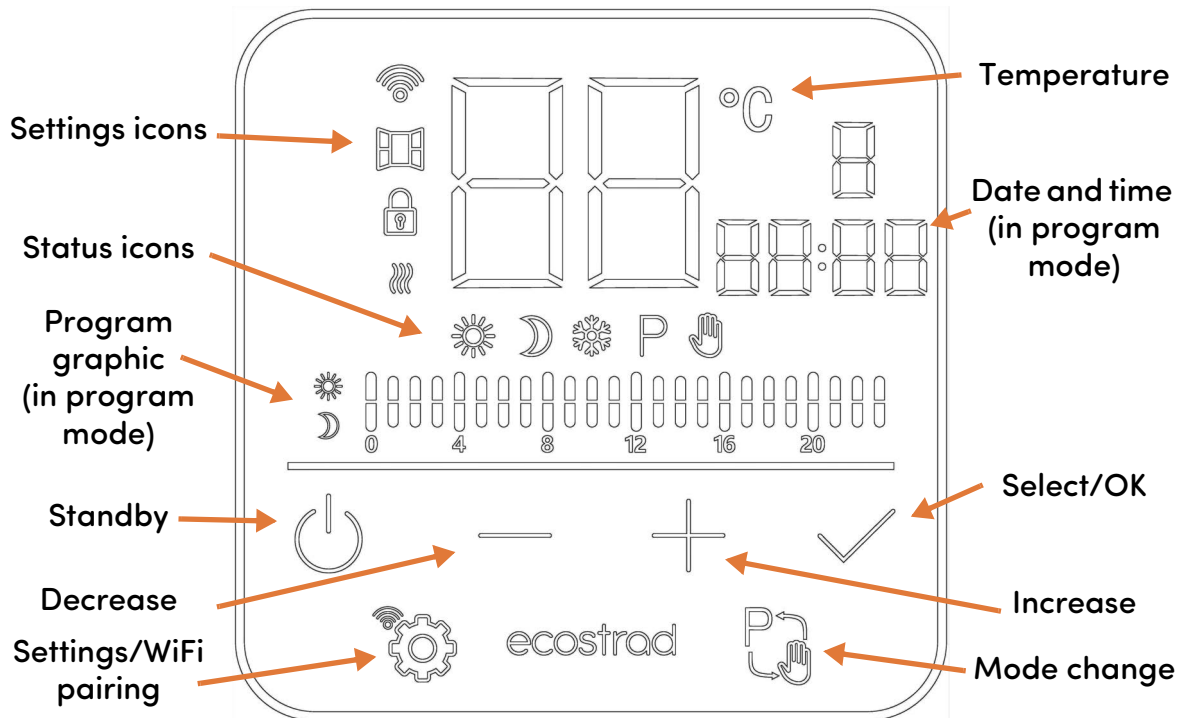




Figure 1 | Control panel with meanings of buttons and graphics


Table 1 | Icons and their meanings

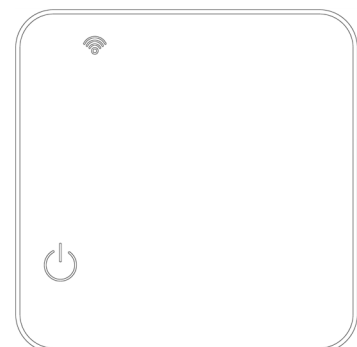
Icon	Meaning	Icon	Meaning
P	Program mode	Hand	Manual mode
Sun	Comfort pre-set (program)	Wavy lines	Device heating
Moon	Eco pre-set (program)	Lock	Keypad lock enabled
Snowflake	Anti-frost pre-set (program)	Window	Open window detection active

### 4-2 | Standby mode

In standby mode, the heater will not heat.


Only the standby key  and the WiFi symbol  (if connected to the app) will be visible.

Press the standby key  to move to the heating modes.





### **4-3 | Manual mode**

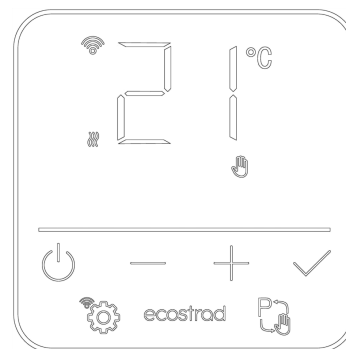
When the heater screen shows a hand icon , you are in manual mode. In this mode, the heater will heat continuously to a set temperature.

When the temperature numbers are solid (not flashing), the screen displays the room temperature.




Adjust the set temperature with the — and + keys.

The set temperature will flash while you are setting it. After 10 seconds of no activity the screen will return to showing room temperature.

Tap the mode change key  to move to program mode.

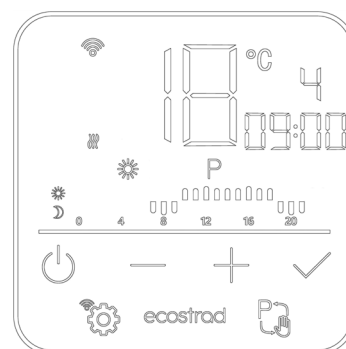


### **4-4 | Program mode**

When the heater screen shows the P and either the comfort , eco  or anti-frost  icon, you are in program mode. In this mode, the heater will follow a user-chosen schedule.

The program consists of 24 hour slots per day, represented on the timeline at the bottom of the screen. Each hour can be set to 1 of 3 pre-set temperatures: comfort, eco, and anti-frost. You can set the temperatures for each of these pre-sets in the settings menu (see section 4-6-1).

The current pre-set is represented by the pre-set icon and a bar on the timeline.



#### **4-4-1 | Temporary override**

The Artis iQ is set with a temporary override to allow you to adjust the temperature whilst in program mode without adjusting your pre-set temperatures or re-programming your heater. This feature is perfect for when you need to leave suddenly for a short amount of time and do not want to waste energy.

Simply adjust the temperature with the — and + keys.

The new set temperature will be held until the next hour begins (e.g. 10:00, 11:00), after which the heater will return to the scheduled pre-set temperature.


#### **4-4-2 | Setting the program**

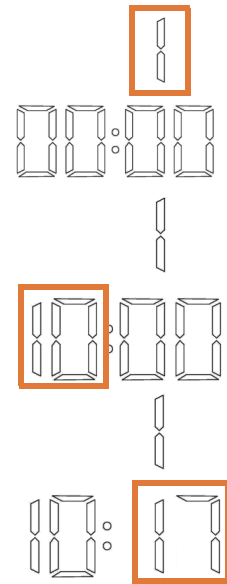
The easiest way to set the program is via the WiFi app. Please see section 5-1 for instructions on connecting to the app and section 6-2-3 for programming. To set the program via the control panel, follow these steps:

#### **Time**

Before you can set the program, you will enter the time setting menu.

If you are not connected to the app, set the time manually by following the below steps.

1. In program mode, press and hold the mode change key . The days will begin to flash.
2. Adjust the day of the week using the — and + keys.  
1 = Monday, 2 = Tuesday, etc.
3. Press ✓ to confirm.
4. The hours will now flash. Adjust with the — and + keys, and press ✓ to confirm.
5. The minutes will now flash. Adjust with the — and + keys, and press ✓ to confirm and move to the programming menu.



**NOTE** - if you are connected to the app, the time on the app will synchronise automatically with the heater. As such, you will not be able to adjust the time manually. Instead, skip through the time setting menu by tapping ✓ 3 times.

## Programming

The program of the Ecostrad Artis iQ consists of 24 hour slots per day, each of which can be set to 1 of 3 pre-set temperatures: comfort, eco, and anti-frost. You can set the temperatures for each of these pre-sets in the settings menu (see section 4-6-1). Comfort and eco can be set between 7 °C and 30 °C, whereas anti-frost can be set between 7 °C and 16 °C.





The default heating schedule for the Ecostrad Artis iQ is:

**Table 2 | Default program for the Artis iQ**

Day	00:00 until 07:00	07:00 until 09:00	09:00 until 16:00	16:00 until 21:00	21:00 until 00:00
Mon	Eco	Comfort	Frost	Comfort	Eco
Tue	Eco	Comfort	Frost	Comfort	Eco
Wed	Eco	Comfort	Frost	Comfort	Eco
Thur	Eco	Comfort	Frost	Comfort	Eco
Fri	Eco	Comfort	Frost	Comfort	Eco
Sat	Eco	Comfort	Eco	Comfort	Eco
Sun	Eco	Comfort	Eco	Comfort	Eco

When you enter the programming menu, the day and time will read day 1, 00:00. This shows the hour and day you are currently editing, in this case Monday at midnight.

To set the program:

1. Follow the steps in the above section to set the time.
2. Press the mode key  to cycle through the available pre-sets. The icon for the pre-set will appear above the program timeline: sun  for comfort, moon  for eco, and snowflake  for anti-frost. The timeline will also update to reflect your

pre-set choice: high bar for comfort, low bar for eco, and no bar for anti-frost (see Figure 2).

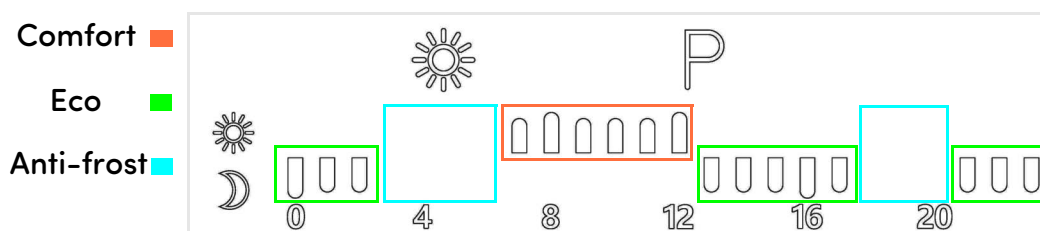


Figure 2 | Pre-set temperatures displayed in the program graphic

3. When you have chosen a pre-set, move to the next hour using the  $+$  key. If you make a mistake, you can move backwards in the timeline with the  $-$  key.
4. The screen will now show that you are adjusting day 1, 01:00, Monday at 1am. As before, choose a pre-set using the mode key  $P$ .
5. Continue to set the remaining hours of the day.
6. When you reach 23:00, press the  $+$  key to move to day 2, Tuesday. Alternatively, press  $\checkmark$  at any point during the setting process to move to the next day.
7. Continue to set the rest of the hours of the remaining days of the week.

## 4-5 | Keypad lock

The keypad lock allows you to prevent anyone from adjusting the heating settings of your Ecostrad Artis iQ. The keypad lock will lock all keys, except the standby key.

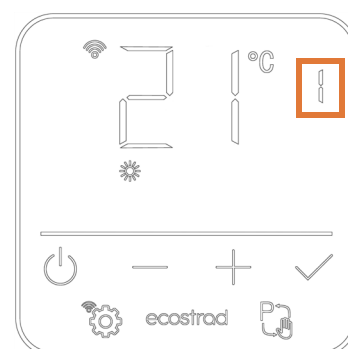
To enable the keypad lock, press and hold the  $-$  and  $+$  keys simultaneously for 5 seconds. A padlock icon will appear to indicate that keypad lock is enabled.

To disable the keypad lock, once again press and hold the  $-$  and  $+$  keys simultaneously for 5 seconds. The padlock icon will disappear.

## 4-6 | Settings menu

To enter the settings menu, press the settings key  $\text{⚙}$ .

The settings menu contains the program mode pre-set temperatures, open window detection, sound setting, and temperature compensation setting. Each of these settings is represented by a number, which will appear in the top right of the screen when in the settings menu.



### 4-6-1 | Program mode temperatures

The first 3 settings in the settings menu are for the pre-set temperatures of program mode.

**Setting 1**, the comfort temperature, is represented by a sun icon  $\text{☀}$ .

1. Use  $-$  and  $+$  to choose a set temperature between 7 °C and 30 °C.
2. Press  $\checkmark$  to confirm and move to the next setting.

**Setting 2**, the eco temperature, is represented by a moon icon ☾).

1. Use — and + to choose a set temperature between 7 °C and 30 °C.
2. Press ✓ to confirm and move to the next setting.

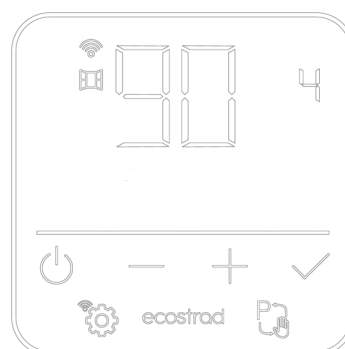
**Setting 3**, the anti-frost temperature, is represented by a snowflake icon ❄️.

1. Use — and + to choose a set temperature between 7 °C and 16 °C.
2. Press ✓ to confirm and move to the next setting.

#### **4-6-2 | Open window detection**

Open window detection is a setting which automatically stops the Ecostrad Artis iQ from heating if it detects an open window, preventing wasted energy. This setting, setting 4, is represented by an open window icon 🪟.

When enabled, open window detection will monitor the room temperature. If room temperature drops 5 °C or more within 30 minutes, indicating a window has been left open, this function will prevent the heater from heating for 60 or 90 minutes.



If open window detection is triggered, the window icon 🪟 will flash continuously to show that heating has been ceased. You can cancel open window detection and return to normal heating by pressing any key.

Open window detection is disabled by default. In the setting 4 menu, you can set it to 60 minutes or 90 minutes. This represents how long the heater will wait after detecting an open window before it resumes normal heating.

To set open window detection:

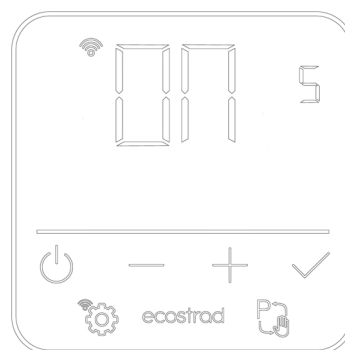
1. Use — and + to choose between 0 (off), 60, or 90.
2. Press ✓ to confirm and move to the next setting.

When open window detection is enabled, the open window icon 🪟 will appear on the main heating screen.

#### **4-6-3 | Sound**

Setting 5 is the setting for the sound. If enabled, a beep will sound when any button is pressed.

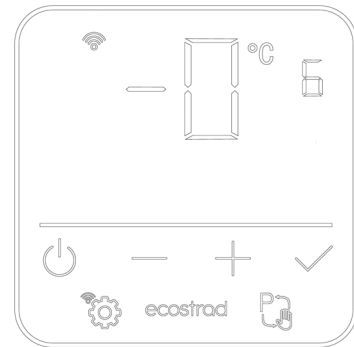
1. Use — and + to choose between ON and OF (“off”).
2. Press ✓ to confirm and move to the next setting.



#### **4-6-4 | Temperature compensation**

The final setting, setting 6, controls temperature compensation. This feature allows you to correct for unusual environmental factors that may be skewing the room temperature reading, such as draughts or hot pipes.

Temperature compensation can be set between - 5 °C and +5 °C. For example, if your room temperature is 20 °C but the heater is reading it as 18 °C, set temperature compensation to +2 °C.



1. Use — and + to choose your compensation value between -5 and 5.
2. Press ✓ to confirm and exit the settings menu.

#### **4-7 | Factory reset**

To reset the heater back to factory defaults (including erasing the program and breaking the WiFi connection) press and hold the standby key ⏻ for at least 10 seconds. The screen will beep and flash all icons momentarily.

The settings will then be reset and the heater will start in manual mode.

## 5 | Connecting to the App

### 5-1 | Downloading the app

The Ecostrad Artis iQ Electric Panel Heater 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.



### 5-2 | Connecting to the app

1. Ensure Bluetooth is activated on your smart phone or tablet.
2. To put the heater in pairing mode, hold the settings key  for 5 seconds to begin pairing mode. The  icon will begin flashing to indicate that pairing mode is active. The icon will flash for 2 minutes, after which you will need to reactivate pairing mode if you have not successfully paired.
3. On the home page of the Smart Life app, press + or add device.
4. The app should start scanning, as shown by the icon at the top of the screen (see **Figure 3**). If this icon and text does not show, press  in the top right-hand corner.

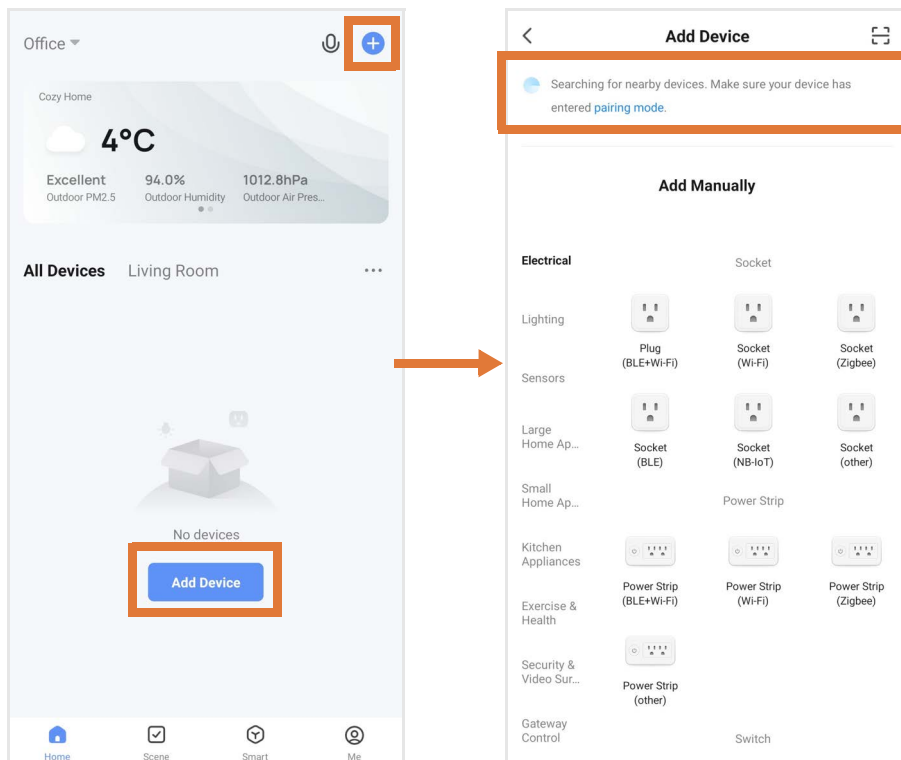


Figure 3 | Adding device on Smart Life app

- The app will demonstrate that it has found the heater (see **Figure 4**). Press "Add".
- The app may ask you to choose your WiFi network and enter the password. Press "Next".

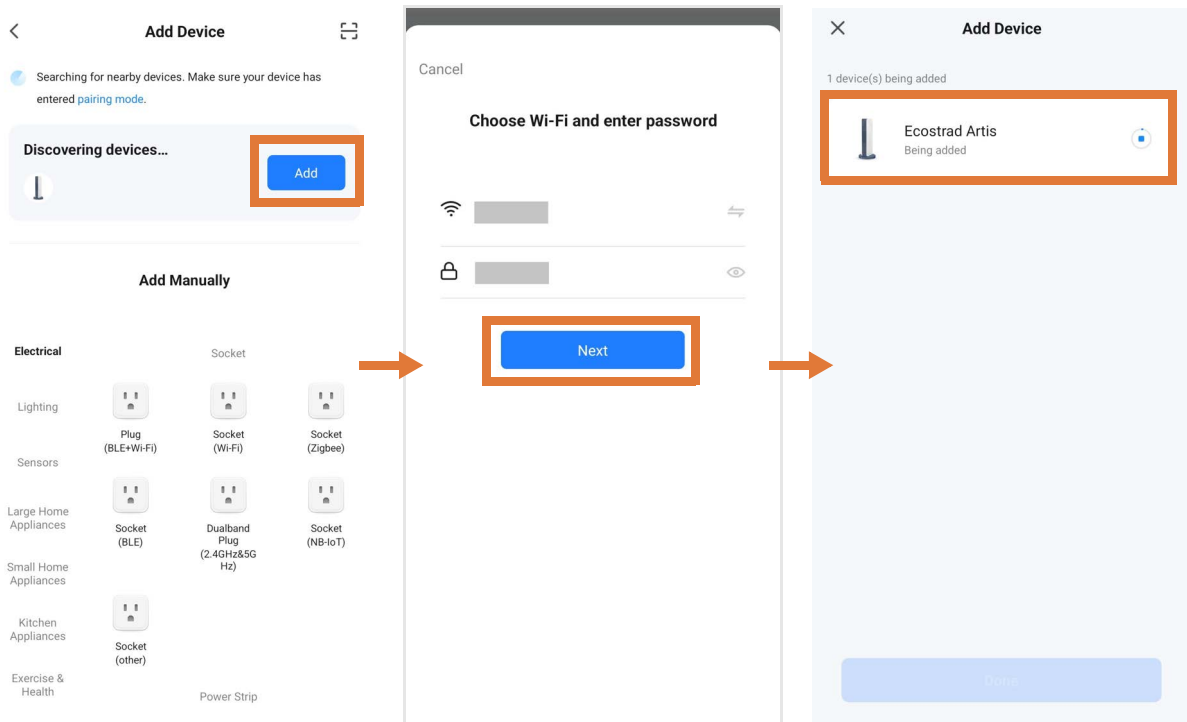



Figure 4 | | Finding device on Smart Life app

- The heater will begin connecting. When it is successfully added, it will appear on the app as in **Figure 5**. Press  to change the name of the heater or "Done" to return to the home screen.

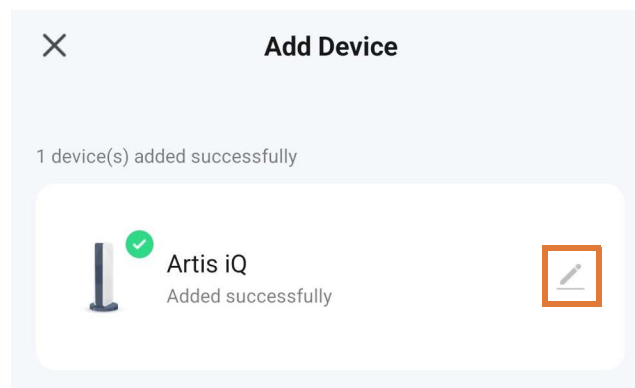



Figure 5 | | Finishing connection process

## WiFi Connection – Troubleshooting

If the heater does not connect on the first attempt:

- Make sure both the heater and your smart device are in range of your router.
- Make sure you complete the connection process in 2 minutes. If the  icon has stopped flashing, 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 heater.
- Ensure you are connected to a 2.4GHz WiFi band. See instructions within the app if you are currently connected to a 5GHz band.
- Check any local restrictions on your WiFi. WiFi networks in public places such as hotels and airports may require extra identification steps.



## 6 | Using the App

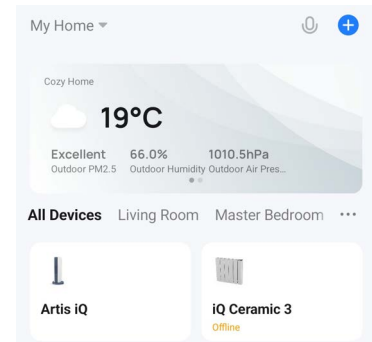
**NOTE** – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions.

### 6-1 | 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.



### 6-2 | Control interface

Tap the heater listing to go to the control interface, which is demonstrated in **Figure 6** below.

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

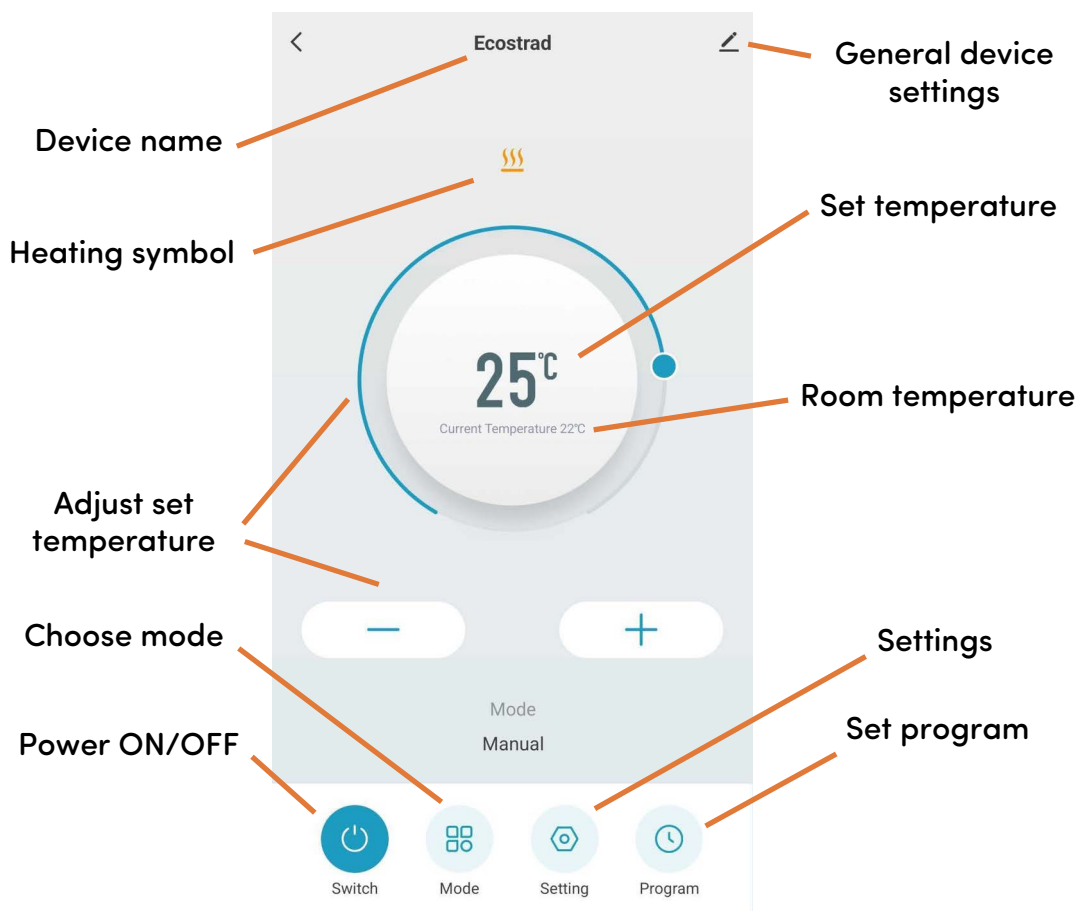
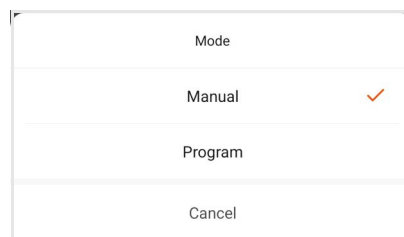


Figure 6 | | Control interface on Smart Life app

Tap the mode icon on the control interface to choose mode. The options correspond to the two modes on the control panel: manual and program mode.




### 6-2-1 | Manual mode

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

### 6-2-2 | 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 (see section 4-4).

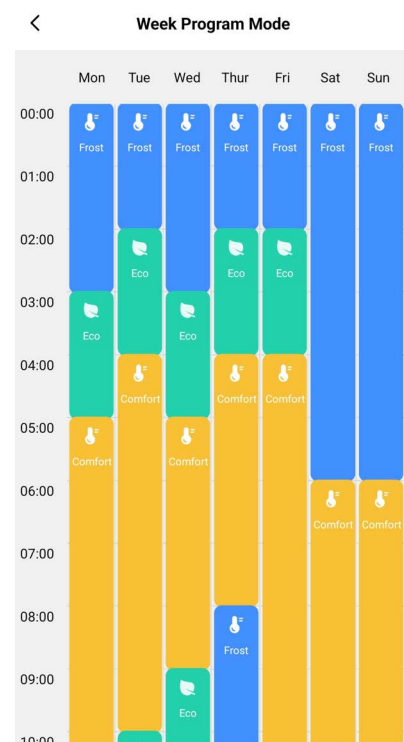
### 6-2-3 | Setting the Program

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), eco (green bar), or anti-frost (blue bar). You can select the start and end block of a long heating period to set many hours of the same mode at once.


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

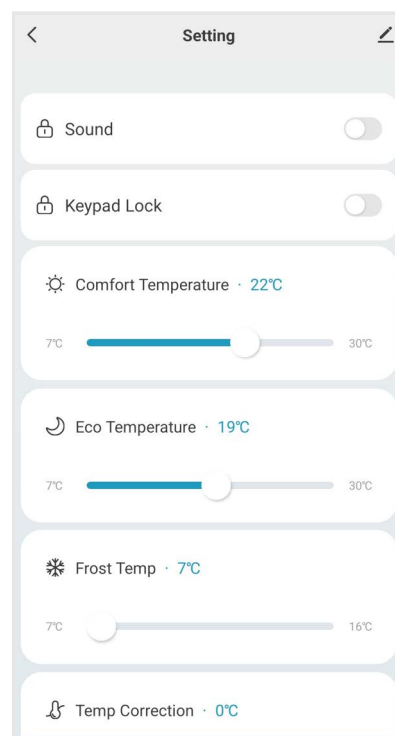


## 6-3 | Device settings

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

This includes the pre-set temperature settings used in the program (comfort, eco, and anti-frost).

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



## 6-4 | 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 3 | Voice commands for the Artis 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.
°C	<ul style="list-style-type: none"> <li>• Set <b>&lt;device name&gt;</b> to <b>&lt;temperature&gt;</b> degrees</li> </ul>	In manual mode, this changes the manual set temperature. In program mode, this changes the temporary override temperature.  Choose value from 7 to 30.
  °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>	Increases or decreases the set temperature by 1 °C, as above.

Table 3 | Voice commands for the Artis iQ

	Command	Action
⊕ ⊖ <x> °C	<ul style="list-style-type: none"> <li>• Increase &lt;device name&gt; &lt;x&gt; degrees</li> <li>• Decrease &lt;device name&gt; &lt;x&gt; degrees</li> <li>• Raise &lt;device name&gt; &lt;x&gt; degrees</li> <li>• Lower &lt;device name&gt; &lt;x&gt; degrees</li> </ul>	Increases or decreases the set temperature by a number of degrees.
Room °C	Alexa <ul style="list-style-type: none"> <li>• What's the &lt;device name&gt; temperature?</li> </ul> Google Home <ul style="list-style-type: none"> <li>• What temperature is the &lt;device name&gt;?</li> </ul>	Reports the current room temperature sensed by the radiator.
Set °C	<ul style="list-style-type: none"> <li>• What temperature is the &lt;device name&gt; set to?</li> </ul>	Reports the set temperature of the radiator.

## 7 | Cleaning & Maintenance

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

Always disconnect the appliance and allow it to cool completely before cleaning. Use a vacuum cleaner to remove dust from the grilles. Clean the outside of the unit with a damp cloth and then dry it with a dry cloth. Do not use abrasive or chemical cleaners as these will damage the finish over time. Never immerse the unit in water or let water drip into the unit. Risk of electric shock.



If the heater is going to be out of use for long periods, for example over summer, the best way to keep it clean and extend its lifespan is to put it into storage. Disconnect the appliance and allow it to cool completely before packing it in its original packaging and storing it in a dry and ventilated place. Do not place heavy items on top of the box during storage as this may damage the appliance.

## 8 | Warranty

The Ecostrad Artis iQ Electric Panel Heater carries a 1-year guarantee on the body, electronics and paintwork.

### **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 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:

### **In the UK**

Ecostrad Ltd.  
Firecrest House  
Lingerfield Business Park  
Market Flat Lane  
Knaresborough  
North Yorkshire  
HG5 9JA

### **In ROI**

Ignition Heatco Ireland Limited  
Unit 282  
Block G  
Blanchardstown Corporate Park 2  
Dublin  
Republic of Ireland  
D15 R65X

<https://ecostrad.com/>

