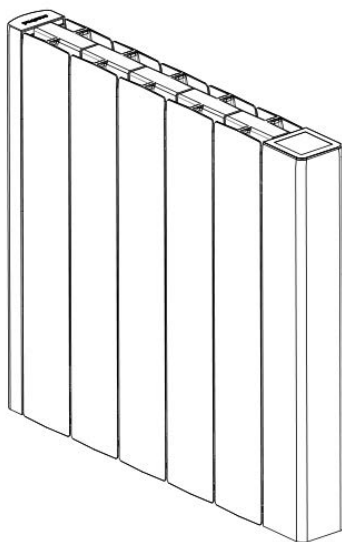


ecostrad

INSTRUCTION MANUAL

Ecostrad iQ Ceramic Electric Radiator



PLEASE READ AND SAVE THESE INSTRUCTIONS



Class II



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 Manual

This manual describes the Ecostrad iQ Ceramic Electric Radiator and details how to install and use the product. It is important to thoroughly review this manual before using the product. The declaration of conformity is issued under the sole responsibility of the manufacturer.

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

2 | Technical Information

Table 1 | Specifications

Heating Element	Ceramic core
Voltage	220-240V AC / 50-60 Hz
Wattage	500W, 1000W, 1200W, 1500W, 1800W, 2000W
Set Temperature Range	7-30 °C
Set Temperature Resolution	0.5 °C
IP Rating	IPX0
Appliance class	Class II
Power cable length	1.5m
Motion Sensor (5.8G band)	
Operation Frequency	5725-5875 MHz
Max RF power transmitted	< 14 dBm (25mW)
WiFi frequency (2.4G band)	
Operation frequency	2400-2483.5 MHz
Max RF power transmitted	< 20 dBm (100mW)

3 | Warnings & Precautions

READ ALL SAFETY WARNINGS AND ALL INSTRUCTIONS.



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

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 radiator 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 supervised or provided instruction concerning the use of the radiator in a safe way and understand the hazards involved. Children shall not play with the radiator. 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 radiator 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 radiator 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 radiator, or perform maintenance.

Warnings & Precautions



Warning

In order to avoid a hazard due to inadvertent re-setting of the thermal cut-out, this radiator 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. Risk of fire.



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.

WARNING

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

If installing the radiator using the optional feet, ensure that the minimum distances as below are respected.

- 20cm from the top.
- 20cm from the sides.
- 10cm from the floor.
- 60cm from the front.

Never operate the radiator without proper installation. Risk of fire.

Warnings & Precautions

- Keep the power cable away from all hot parts of the radiator.
- 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 radiator corresponds to your power outlet.
- The device must not be located immediately below an electrical socket outlet.
- Do not use this device in the immediate surroundings of a bath, shower, swimming pool or any other water vessel.
Risk of electric shock.
- Do not use the device with wet or damp hands.
- No part of the radiator 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.



Warnings & Precautions

- 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 from 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 becomes wet during cleaning, allow it to dry fully 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.
- It is not uncommon to hear banging or creaking noises from the radiator during the heating cycle. This is caused by the expansion of the metal components as heat is introduced. As the cold metal heats up, it expands, resulting in the expansion sounds. Such noises are an expected by-product of the radiator heating process and do not indicate any underlying issues.

4 | Installation

4-1 | Fixings

Before beginning installation, ensure that all fixings (**Figure 1**) and all tools required for wall mounting (**Table 2**) are at hand.

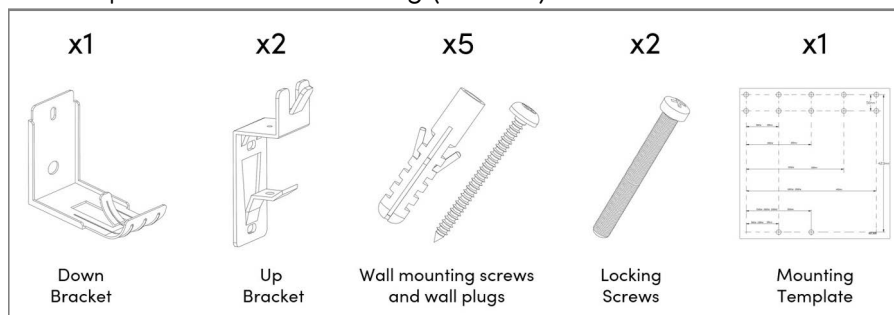
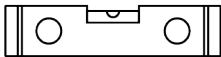
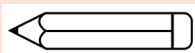
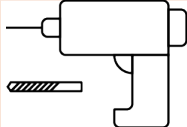
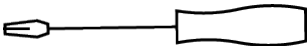


Figure 1 | Supplied fixings

Table 2 | Tools required for wall mounting (not provided)

Tool	
Spirit level	
Pencil	
Masking tape	
Drill and drill bit	
Phillips screwdriver	

4-2 | Wall mounting instructions

WARNING

The fixings supplied are designed for installation onto solid walls. Alternative fixings may be required if installing onto plasterboard or other non-standard wall types. It is the responsibility of the installer to evaluate the fitting location and determine if alternative fixings are required.

1. Choose the mounting position, respecting the minimum distances from surrounding walls, ceilings or fixed objects. Minimum distances are:



- 20cm from the top.
- 20cm from the sides.
- 10cm from the floor.
- 60cm from the front.

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

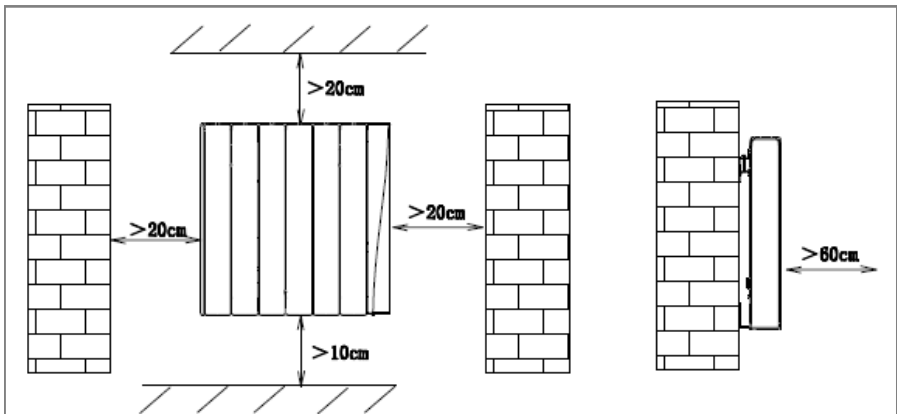


Figure 2 | Minimum distances from the radiator to other objects

Installation

- Using the template, mark the locations of the 5 drill holes required for your product size.
- Fit the wall plugs into the marked holes.
- Use the wall mounting screws to fix the brackets in place as per **Figure 3** and **Table** below.

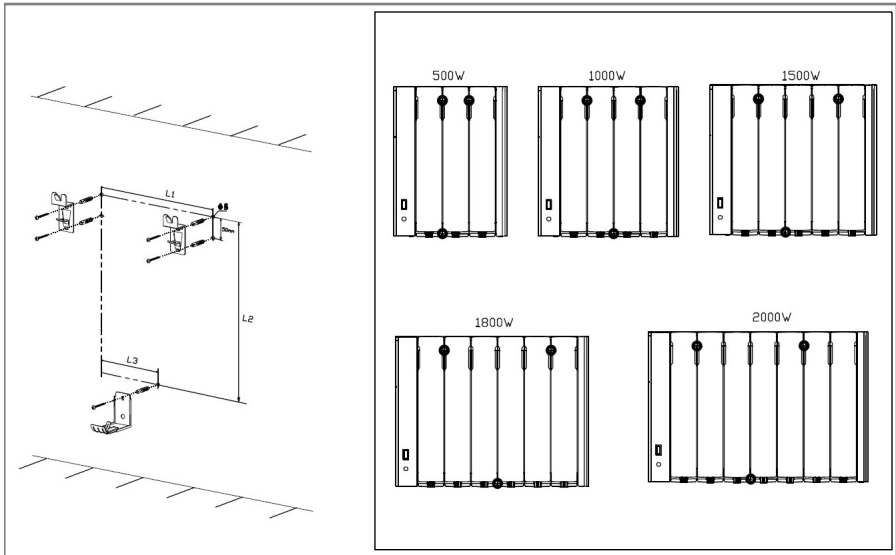


Figure 3 | Bracket positions on the radiator and wall

Table 3 | Bracket positions (horizontal models)

	Horizontal Models				
Distance	500W	1000W	1500W	1800W	2000W
L1 (mm)	100	200	300	400	400
L2 (mm)	423	423	423	423	423
L3 (mm)	100	100	200	200	200

Table 4 | Bracket positions (low models)

	Low Models	
Distance	1200W	1500W
L1 (mm)	400	400
L2 (mm)	230	230
L3 (mm)	200	200

Installation

5. Lift up the radiator. Slide the struts of the upper brackets into the grooves on the back of the radiator.
6. Gently lower the radiator so that it locks into the lower bracket, as shown in **Figure 4**.

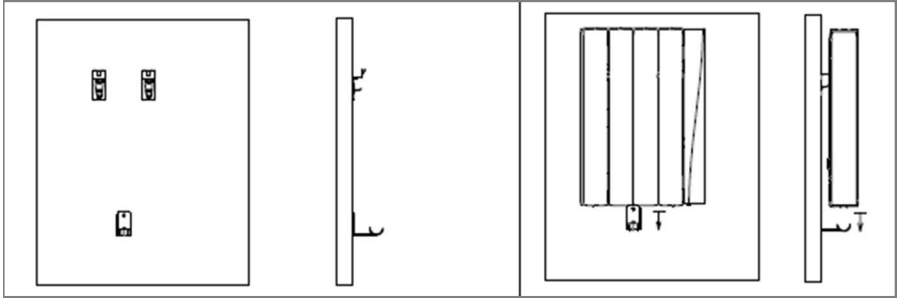


Figure 4 | Mounting the radiator on the wall

7. Secure the radiator to the upper brackets by inserting and tightening the locking screws into the brackets as in **Figure 5**.

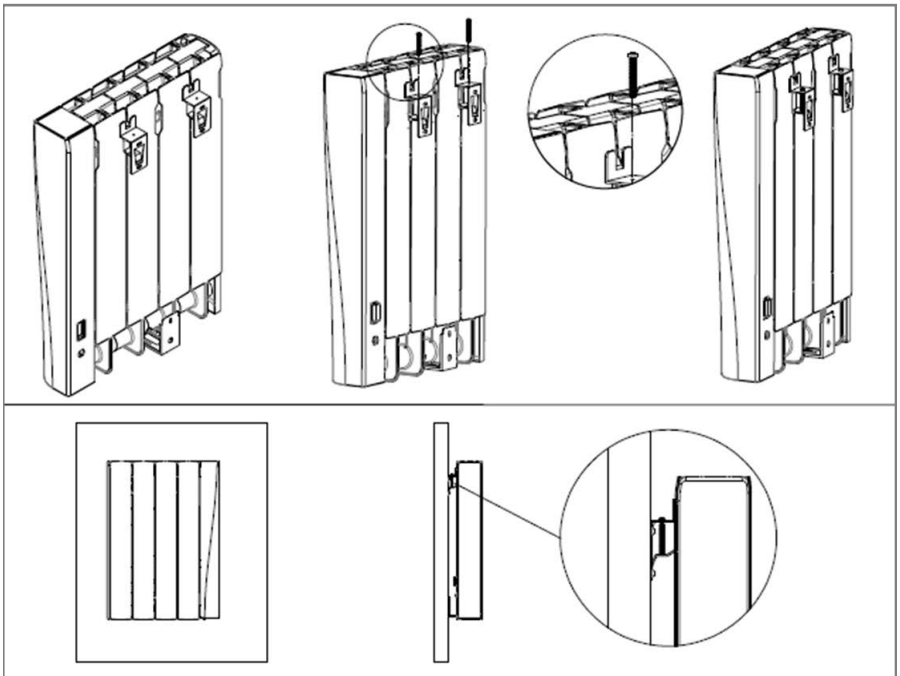


Figure 5 | Securing the radiator with locking screws

5-1 | Power switch

Before first use, the radiator must be switched on.

Press the mechanical switch above the cable at the back of the unit to turn on.

- This switch must be left in the ON (|) position at all times.
- If switched OFF (○), the radiator will not remember its set times and programs.



5-2 | Initial power-on behaviour

When the radiator first turns on, the radiator will be in standby mode.

To sync the time with the local time:

1. Ensure the radiator is in standby mode
2. Hold  to connect the radiator to WiFi
3. Pair the radiator to the companion app to sync the time with your phone. (**Section 6**, page 28)

To set the radiator time manually, see **section 5-6-1** on page 17)

5-3 | Display

The backlit display brightens when the panel is in use and dims to black when not in use.

The Ecostrad iQ Ceramic is equipped with a touchscreen LCD display (Figure 6). Icons and their meanings are explained in Table 5.

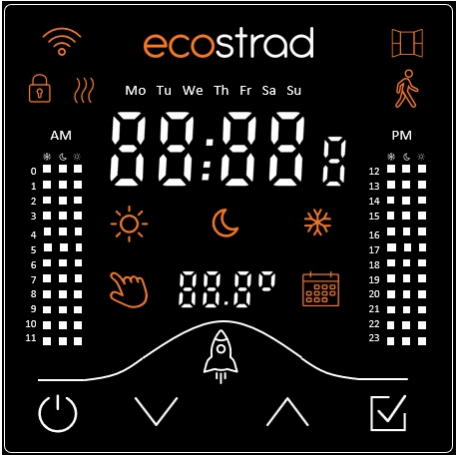


Figure 6 | Radiator display

Table 5 | Icons and their meanings

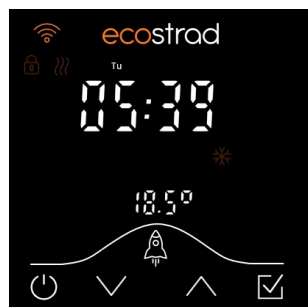
Symbol	Meaning	Symbol	Meaning
	Comfort preset temperature		Manual mode
	Eco preset temperature		Program mode
	Frost preset temperature		Connected to WiFi
	Device is heating		Open window detection enabled
	Sensor mode enabled		Child lock engaged

5-4 | Standby mode

Tap  to swap between Standby mode and Heating mode.

While in standby mode, the time will display, and the radiator will not heat.

If frost protection is enabled, the radiator will heat if the room temperature drops below 7 °C.
(Section 5-8-7, page 23)



5-5 | Heating modes

Tap  to swap between heating modes

 Manual

 Program

There are 2 heating modes available for the Ecostrad iQ Ceramic:

 Manual mode

 Program mode

Tap  to switch between heating modes.

5-5-1 | Manual mode

Set the temperature by tapping or holding down  or .

In manual mode,  will display on the screen. The radiator will heat the room to the target temperature indefinitely.

The temperature range is 7-30 °C.

To adjust the target temperature in steps of 0.5 °C:

1. Tap  or  to adjust temperature
2. Tap  to confirm



5-5-2 | Preset temperatures

The preset temperatures used in

program mode can be adjusted from manual mode.

The preset temperatures for ☀ comfort, ☾ eco, and ❄ frost are used in program mode. These presets are also used in manual mode when the sensor mode is enabled.

1. While in manual mode, press and hold  to enter the preset temperature menu.
2. Tap  or  to adjust ☀ comfort temperature
3. Tap  to confirm
4. Tap  or  to adjust ☾ eco temperature
5. Tap  to confirm
6. Tap  or  to adjust ❄ frost temperature
7. Tap  to confirm

Ranges:

☀ 7 to 30 °C

☾ 7 to 28 °C

❄ 7 to 16 °C

❄ < ☾

☾ < (☀ - 2)

5-6 | Program mode

Tap  to swap between Standby mode and Heating mode.

In program mode,  will display on the screen.

In this mode the radiator will heat the room according to the set program.

Tap  to swap between heating modes

The symbol for the current preset temperature (☀ ☾ ❄) will display on the screen.

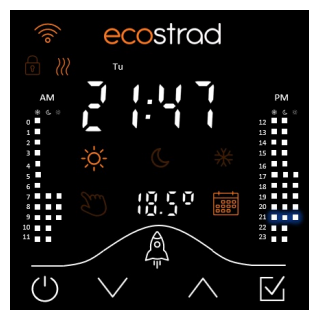
 Manual

 Program

The schedule block for the current hour will flash.

The columns to the left and right of the screen display the currently scheduled program for the day.

The iQ Ceramic comes loaded with a default program. All default settings are available on page 27, **section 5-11.**



5-6-1 | Setting the time

Connecting to the WiFi app automatically syncs time with your phone.

This feature can be disabled from the Settings menu.

1. Ensure you are in  program mode
2. Press and hold  to enter the time setting menu
3. Tap  or  to adjust the day
4. Tap  to confirm
5. Tap  or  to adjust the hour
6. Tap  to confirm
7. Tap  or  to adjust the minute
8. Tap  to confirm
 - The display will move to the program setting stage. If you do not wish to change the program, tap  or take no action for 30 seconds to return to  program mode.

5-6-2 | Setting the program

The Ecostrad iQ Ceramic has 24 hour programming, with a unique program for each day of the week.

To set the program:

The Ecostrad iQ Ceramic can be fully programmed via the WiFi application.

1. Ensure you are in  program mode.
2. Hold down  to enter the programming menu
 - The time setting menu will show first. If there is no update to the time, tap  3 times to confirm the current day, hour, and minute settings and continue to the programming menu.

User Guide

Preset Temperatures:

 comfort

 eco

 frost

(Section 5-5-2)

Press and hold

 to skip to the next day.

3. In the programming menu, you will see the hour you are setting (e.g. 00:00), and the current preset temperature.
 - Choose your first preset temperature by tapping  to toggle through the options
4. Once you have chosen a preset, move forward and backwards through the hours of the day by tapping or holding  and 
 - The currently selected preset temperature will be applied to the hourly periods as you move through them
 - Choose a different preset temperature anytime by tapping . This new preset temperature will be applied onto the hourly periods as you move through them.
5. When complete, tap  or take no action for 30 seconds to save the program and return to  program mode

5-7 | Boost mode

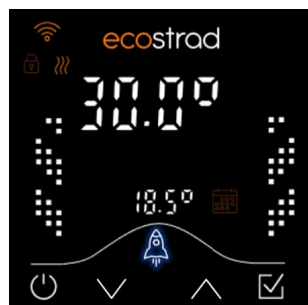
Press and hold

 to activate boost mode.

Boost mode is used to provide a temporary timed increase or decrease to the target temperature without permanently changing the program or preset temperature.

Boost mode can be activated from either  manual mode or  program mode.

After boost ends, the radiator will return to the heating mode from which it was activated.



To activate boost mode:

1. Press and hold  to enter the boost menu
2. Tap ∇ or Δ to adjust the boost temperature
3. Tap  to confirm
4. Tap ∇ or Δ to adjust the boost duration
5. Tap  to confirm and launch the boost

Press and hold

 to cancel boost mode.

5-8 | Settings

All settings are also adjustable via the WiFi application.

The settings menu allows for configuration of all the radiator's supplementary functions, including:

- Temperature calibration
- Open window detection
- Sensor mode
- WiFi
- Time sync
- Frost protection
- Sounds

Tap ∇ or Δ to adjust the current setting.

Tap  to confirm and move to the next setting.

Tap  to return to the previous setting.

Settings are available on page 20 in **Table 6**.

To enter the settings menu:

1. Tap  to put the radiator into standby mode
2. Hold down ∇ for 10 seconds to open the menu
3. Tap ∇ and Δ to change the set value
4. Tap  to move to the next setting
5. Tap  to save and exit the settings menu

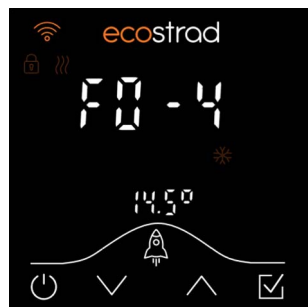


Table 6 | Ecostrad iQ Ceramic settings

F#	Setting	Description
F0	Temperature calibration	Values -5 °C to +5 °C in steps of 1 °C Purpose Calibrate the temperature sensor
F1	Open window detection	Values OFF (oF), 60, or 90 Purpose Select the open window detection interval in minutes
F2	Sensor	Values OFF (oF), ON (oN) Purpose Disable or enable sensor mode
F3	Sensor interval	Values 15, 30, 45, 60 Purpose Select the sensor interval in minutes
F4	WiFi	Values OFF (oF), ON (oN) Purpose Disable or enable WiFi
F5	Time sync	Values OFF (oF), ON (oN) Purpose Disable or enable time sync
F6	Frost protection	Values OFF (oF), ON (oN) Purpose Disable or enable frost protection
F7	Sounds	Values OFF (oF), ON (oN) Purpose Disable or enable button beeps

5-8-1 | Temperature calibration (F0)

If the room temperature is 18 °C, but the radiator is sensing 16 °C, a calibration value of +2 °C would correct the thermostat.

The temperature calibration setting allows users to adjust for any discrepancy between the actual room temperature and the temperature sensed by the thermostat.

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

The sensor is at the bottom right of the unit.

Refer to **section 5-8** to adjust the temperature calibration value from -5 °C to +5 °C.

5-8-2 | Open window detection (F1)

Refer to **section 5-8** to adjust the open window detection value to OFF, 60 minutes, or 90 minutes.

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 (2 °C or more within 5 minutes),  will begin flashing. The radiator will then switch to

 frost temperature for a set period of time to save energy as heat escapes through the window.

After the set period of time, the radiator returns to the previous mode ( manual or  program).

The time period for open window detection can be adjusted using the settings menu.

Open window detection is disabled by default, and will not trigger while a boost is active.



5-8-3 | Sensor (F2)

Refer to **section 5-8** to adjust the sensor value to ON (oN) or OFF (oF)

The  sensor setting determines whether sensor mode is enabled or disabled.

When ON, the radiator will dynamically adjust the heat depending on whether a presence is detected.

For additional details on  sensor mode, please refer to **section 5-9** on page 23.

5-8-4 | Sensor interval (F3)

Refer to **section 5-8** to adjust the sensor interval value to 15, 30, 45, or 60 minutes.

The sensor interval setting defines the time period that the radiator will search for a presence before increasing or decreasing the temperature.

Generally, if a 30 minute interval is selected, the temperature decreases after 30 minutes of not detecting a presence. If a presence is detected within the 30 minute interval, the temperature will increase.

For additional details on  sensor mode, please refer to **section 5-9** on page 23.

5-8-5 | WiFi settings (F4)

Refer to **section 5-8** to switch WiFi OFF (oF) or ON (oN)

The radiator's WiFi can be disabled or enabled through the settings menu.

While WiFi is enabled,  will display.

While WiFi is disabled,  will disappear.

5-8-6 | Time sync (F5)

Refer to **section 5-8** to switch time sync OFF (oF) or ON (oN)

The radiator's time sync capability can be disabled or enabled through the settings menu.

While enabled, the radiator will automatically sync with your phone's local time while connected to the WiFi.

While disabled, the radiator will operate based on its internal clock, which can be manually adjusted.

5-8-7 | Frost protection (F6)

Refer to **section 5-8** to switch frost protection OFF (oF) or ON (oN)

The radiator's frost protection capability can be disabled or enabled through the settings menu.

While frost protection is enabled, the radiator will provide emergency heat to prevent the radiator from falling below 7 °C while in standby mode.

So long as the room temperature remains above 7 °C, the radiator will not heat while in standby mode.

5-8-8 | Sounds (F7)

Refer to **section 5-8** to switch sounds OFF (oF) or ON (oN)

The radiator's sounds can be disabled or enabled through the settings menu.

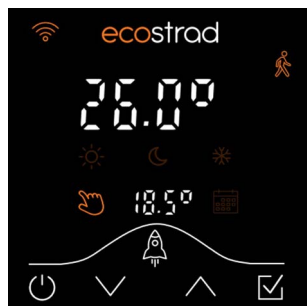
While sounds are enabled, the radiator will softly beep when  is pressed.

5-9 | Sensor mode

Sensor mode is an energy-saving setting that works in tandem with manual mode or program mode

While sensor mode is enabled,  displays on the screen.

In this mode, the radiator will detect whether a room is occupied using the control panel's motion sensor.  will flash whenever the sensor detects a presence.



Refer to **section 5-8** to adjust the sensor interval and enable or disable the sensor

The radiator will intelligently make temporary adjustments to the heating schedule based on whether the room is occupied.

Generally, the target temperature will periodically decrease when the room is unoccupied. When the room is occupied, the temperature will periodically increase. The radiator will never drop below  frost or rise above the currently scheduled temperature.

5-9-1 | Manual mode sensor behaviour

Sensor mode works best in 🤖 manual mode when the 🤖 manual temperature is greater or equal to the ☀️ comfort temperature.

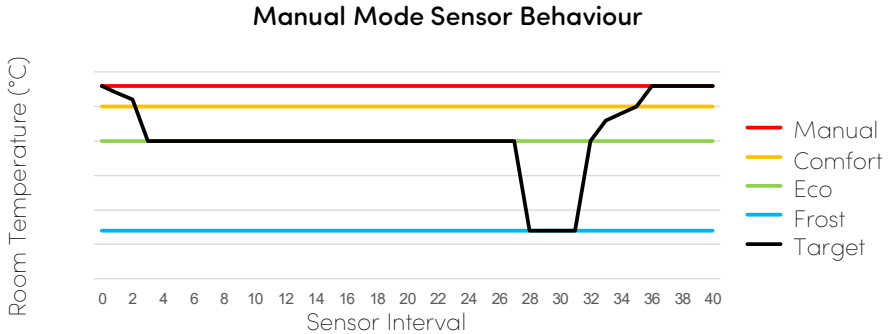


Figure 7 | Sensor changes to target temperature while in manual mode

No presence detected (🤖 manual mode)

- If no presence is detected during the sensor interval, the target temperature is reduced according to the graph in **Figure 7**.
 - After 2 absences, the radiator target temperature will be reduced to the 🌙 eco preset temperature.
 - After 24 additional hours of absence, the radiator target temperature will be further reduced to ❄️ frost.

Presence detected (🤖 manual mode)

- When a presence is detected during the set interval, the radiator will increase temperature.
 - Assuming the temperature is already at ❄️ frost, the radiator will increase to 🌙 eco.
 - The radiator will gradually increase to ☀️ comfort over the next 3 intervals.
 - After an additional interval, the radiator will increase to the designated 🤖 manual temperature. No additional increases will be made so long as a presence is detected.

Please note:

If a presence is sensed after a period of absence, the radiator will begin increasing temperature where the reduction left off.

5-9-2 | Program mode sensor behaviour

While in  program mode, scheduled temperature changes due to the program will override the sensor mode changes, allowing the programmed temperature change to take place.

If there is no presence detected after a scheduled program change, the temperature will decrease in set intervals as described below.

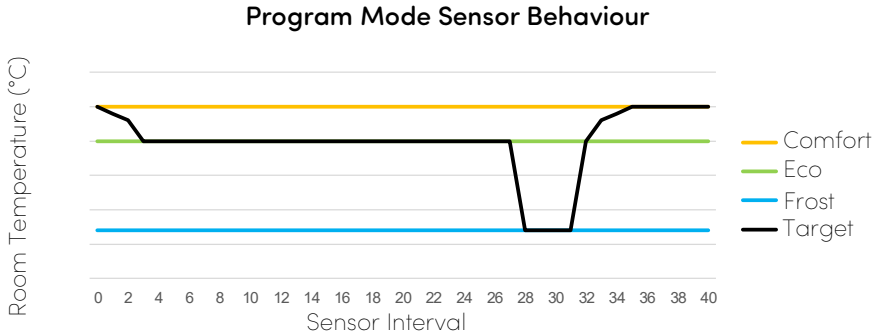


Figure 8 | Sensor changes to target temperature while in program mode

No presence detected (program mode)

Please note:

The reduction will begin according to the current mode. If the radiator is already in eco mode, there will be no increase to comfort mode.

- If no presence is detected during the sensor interval, the target temperature is reduced according to the graph in **Figure 8**.
 - After 2 absences, the radiator target temperature will be reduced to the  eco preset temperature.
 - After 24 additional hours of absence, the radiator target temperature will be further reduced to .

Presence detected (📅 program mode)

Please note:

While the radiator is in  program mode, the temperature will never rise above the currently scheduled preset temperature.

- When a presence is detected during the set interval, the radiator will increase temperature according to the graph in **Figure 8**.
 - Assuming the temperature is already at ❄ frost, the radiator will increase to 🌙 eco.
 - The radiator will gradually increase to ☀ comfort over the next 3 intervals. No additional increases will be made so long as a presence is detected.

5-10 | Child lock

The child lock can also be enabled or disabled via the WiFi app.

The child lock feature on the Ecostrad iQ Ceramic locks all keys on the display. This prevents accidental and unauthorized changes.  will appear when the child lock is in effect.

- To lock the display, press and hold ∇ and $\wedge$ together for 5 seconds.
- To unlock the display, press and hold ∇ and $\wedge$ together for 5 seconds.



If the child lock does not trigger as expected, ensure your fingers are just touching the bottom border when you hold down the arrow keys. The lock trigger is more sensitive at the bottom of the keypad.

5-11 | Reset to defaults

1. Tap  to put the radiator in standby mode.
2. Press and hold  for 15 seconds to restore the device to default settings.

Table 7 | Default settings

Setting	Default
Time	00:00
Day	Monday
Manual Temperature	21 °C
Comfort Temperature	21 °C
Eco Temperature	16 °C
Frost Temperature	7 °C
Boost Temperature	21 °C
Boost Time	1 Hour
Program (Mon-Fri)	00:00 to 05:59 - Frost 06:00 to 09:59 - Comfort 10:00 to 16:59 - Eco 17:00 to 22:59 - Comfort 23:00 to 23:59 - Frost
Program (Sat-Sun)	00:00 to 05:59 - Frost 06:00 to 07:59 - Eco 08:00 to 22:59 - Comfort 23:00 to 23:59 - Frost
Keypad Lock	Disabled
Temperature Calibration	0
Open Window Detection	Disabled
Sensor Mode	Enabled
Sensor Interval	15 minutes
WiFi Connectivity	Enabled
Time Sync	Enabled
Frost Protection	Disabled
Sounds	Enabled

6 | WiFi Connection

6-1 | Which application is right for me?

Ecosystem



Ecosystem is Ecostrad's flagship application, developed for and tailored specifically to our radiators and smart heaters. It provides an intuitive sleek interface with appealing warm colours.

Smart Life



Smart Life is a smart home application created by a third party developer. Smart Life is a great way to integrate your Ecostrad radiator with your existing smart home, as it is compatible with a variety of smart devices that you may already use.

6-2 | 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, and that your smart device is connected to the same WiFi network as that to which you are attempting to connect your radiator.
- Make sure the app has registered successfully.
- 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 | Ecosystem App

7-1 | Downloading the Ecosystem app

Scan the QR code to download Ecosystem.



The Ecosystem app is designed to work for the Ecostrad iQ Ceramic Electric Radiator.

Please install the app and follow the instructions to create an account.



NOTE — The Ecosystem app is a constantly evolving 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.

7-2 | Connecting to the Ecosystem app

1. Ensure WiFi control is enabled in the radiator settings. If  is flashing on the radiator control panel, WiFi connection is enabled and you can move onto step 2.
 - If  is not flashing, go to **Section 5-8** and change the WiFi setting to ON.
2. Put the radiator in pairing mode by pressing  to enter standby mode and holding down  until the screen switches to the connection screen.
 - This begins a 180 second count down, allowing 3 minutes to make the connection on the app.



Figure 9 | Add new heater

Ecosystem App

3. On the **Manage Hub** page of the Ecosystem app, press  by **My Heaters**.
4. Select the iQ Ceramic from the available radiators.
5. Enter your WiFi Details.
6. Follow the instructions on the app to ensure the Ecostrad iQ Ceramic is in pairing mode.
7. The app will start scanning, indicated by the screen going dark.
The text “Looking for a device” will display.
 - Once the application discovers the radiator, it will begin connecting.
 - When the radiator is successfully added, it will appear on the **Heating Hub** under **My Heaters**.
 - To troubleshoot any issues with the WiFi connection, see **section 6-2**
8. Tap  to change the name of the radiator if desired.

7-3 | Using the Ecosystem app

7-3-1 | Home overview

Tip: Assign your heaters to rooms and zones to quickly change the heat in your whole house.

The Ecosystem app can be used to control multiple Ecostrad devices.

The Home page displays the weather and temperature of your area, as well as the average heater set temperature in your home.

There are also quick links to your Heaters, Rooms, and Zones, respectively.

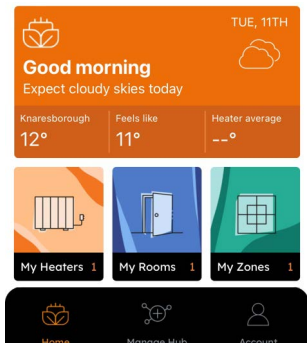


Figure 10 | Ecosystem Home

7-3-2 | Control interface

Select **Control** to enter the control interface for the currently selected heater.

Tap **Manage Hub** at the bottom of the screen to view all your heaters.

To select your desired heater, swipe to the left or right on top of the current heater selection.

Select **Control** to turn the radiator off and on, adjust set temperatures, choose mode, change the weekly program and access the device settings.

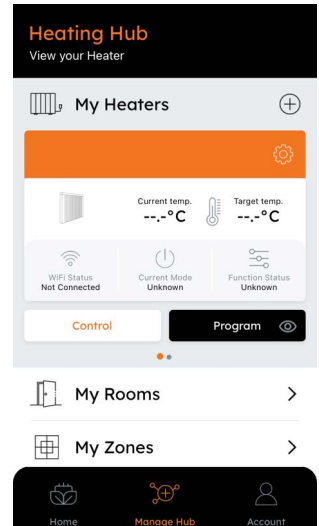


Figure 11 | Manage Hub

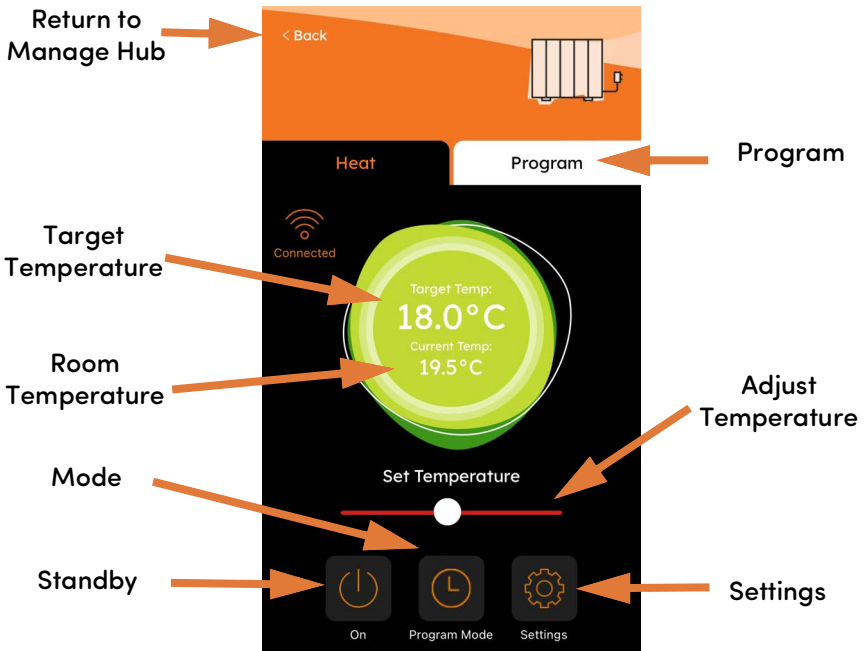


Figure 12 | Ecosystem control interface

7-3-3 | Choose mode

Tap the current mode icon on the control interface to toggle between the two available modes.

The options correspond to the modes on the control panel:

 Manual mode

 Program mode

7-3-4 | Manual mode

In  manual mode, simply use the sliding dial to adjust the target temperature.

In this mode, the radiator will heat the room to a set temperature indefinitely.

7-3-5 | Program mode

In  program mode, the radiator will heat the room based on a preset program.

The program may be set in the Ecosystem app via the Program button. (**Section 7-3-7**)

7-3-6 | Boost

The set duration of the boost mode can be adjusted via the settings menu. (**Section 7-3-8**)

While the boost is running, the target temperature will show alongside the current temperature, and the rocket icon will display.

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

7-3-7 | Setting the program

Your current set program will only run while the radiator is in program mode.

Tap the **Program** tab 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 frost temperatures.

1. Tap the day you wish to program.
2. Drag and drop the eco and comfort modes into the desired intervals.
 - Any periods left white will be set in frost mode. To save your program, select **Set & Save**.
3. To copy your program to another day, select **Copy**, then tap the days that you wish to copy the program to.
4. Once you are satisfied with your program, select **Confirm**.

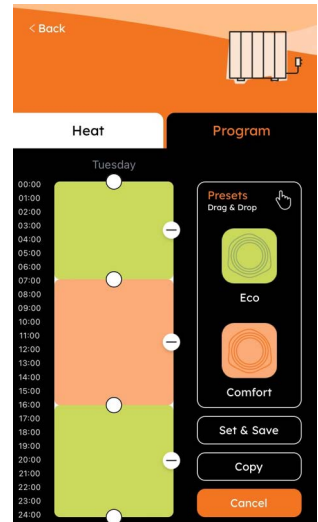


Figure 13| Program Ecosystem

7-3-8 | Device settings

Available settings in this menu include:

Tap the gear



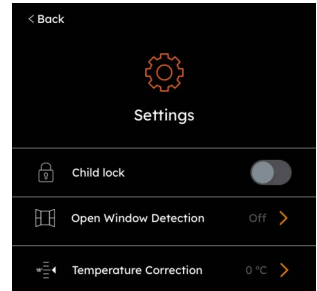
icon from the **Manage Hub** page to edit the name of your heater or remove it from your saved heaters.

Tap the gear



icon from the **Control** menu to view and adjust the radiator's settings.

- **Boost Settings** allows you to adjust the duration and default temperature for the boost.
- **Comfort Temperature** sets the target heat for the comfort mode in the program.
- **Eco Temperature** sets the target heat for the eco mode in the program.
- **Frost Temperature** sets the target heat for the frost mode in the program.
- **Temperature Compensation** adjusts the sensor to more accurately measure the room temperature
- **Open Window Detection** when active pauses heating if an open window is detected.
- **Child Lock** when active disables the buttons on the physical heater to prevent accidental changes.
- **Sensor Plan** when active adjusts the temperature based on whether a presence is detected.
- **Sensor Time** defines the amount of time the radiator will wait to detect a presence before making a temperature adjustment while the sensor plan is active.
- **Time Synchronization** when active allows the radiator to sync time with the app when connected to WiFi.
- **Frost Protection** when active places the device in frost mode when standby mode is active.
- **Beep** activates or inactivates the beeping noise when interacting with the radiator keys.



8 | Smart Life App

8-1 | Downloading the Smart Life app

Scan the QR code to install Smart Life.



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



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.

8-2 | Connecting to the Smart Life app

1. Ensure WiFi control is enabled in the radiator settings. If  is flashing on the radiator control panel, WiFi connection is enabled and you can move onto step 2.
 - If  is not flashing, go to **Section 5-8** and change the WiFi setting to ON.
2. Put the radiator in pairing mode by pressing  to enter standby mode and holding down  until the screen switches to the connection screen.
 - This begins a 180 second count down, giving you 3 minutes to make the connection on the app.
3. On the home page of the app, press  or add device.

Smart Life App

4. The app will begin scanning, as shown by the spinning circle at the top of the screen. (**Figure 14**, page 37)
 - If this icon and text does not show, press  in the top right-hand corner.
5. The app will demonstrate that it has found the radiator (**Figure 15**, page 37).
6. Press **Add**.
7. The app may ask you to choose your WiFi network and enter the password. Press **Next**.
8. Tap  once the app discovers your radiator.
9. The radiator will begin connecting. When it has been paired successfully, the radiator will appear on the app. (**Figure 15**, page 37)
10. Press  to change the name of the radiator or **Done** to return to the home screen.
 - If the radiator does not connect on the first attempt, refer to **section 6-2** on page 28 to troubleshoot the connection.

Smart Life App

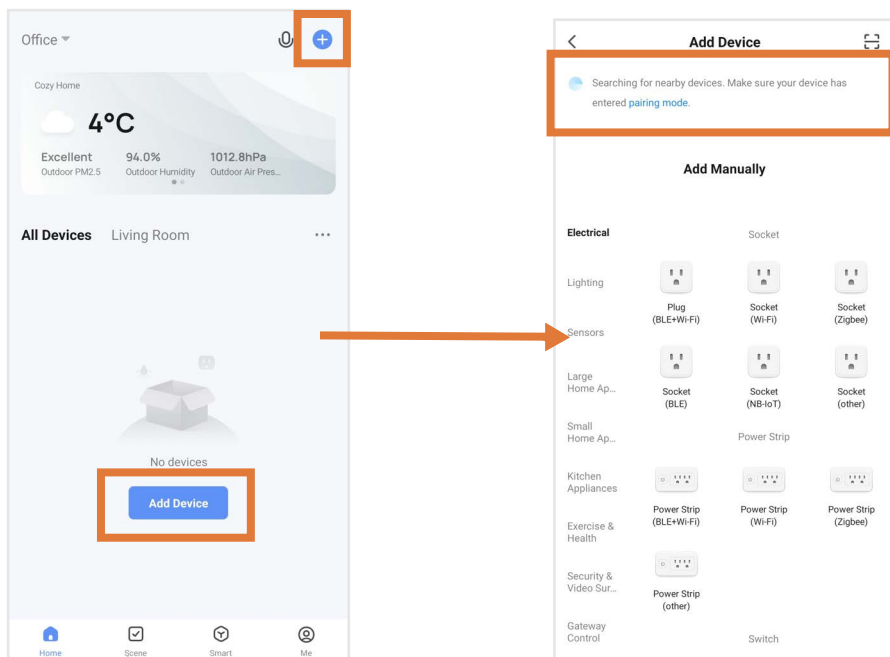


Figure 14 | Adding device on Smart Life app

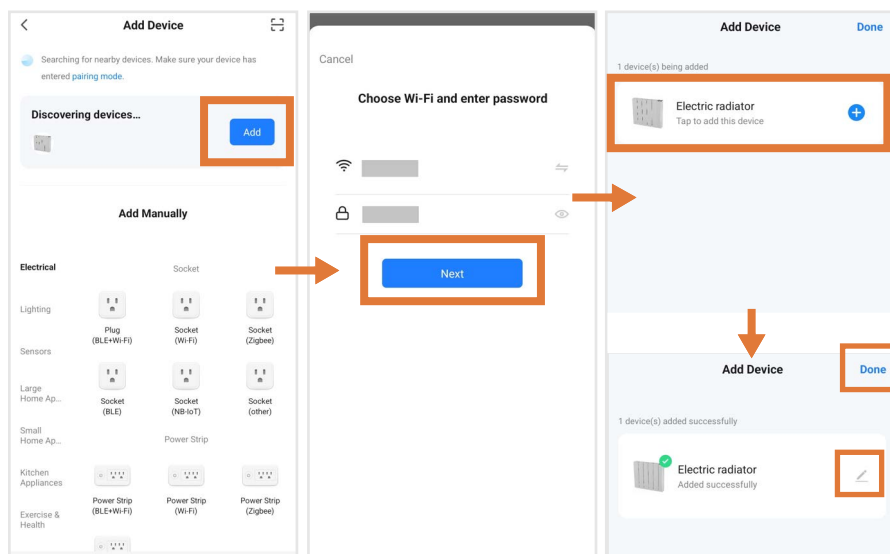


Figure 15 | Finding and pairing device on Smart Life

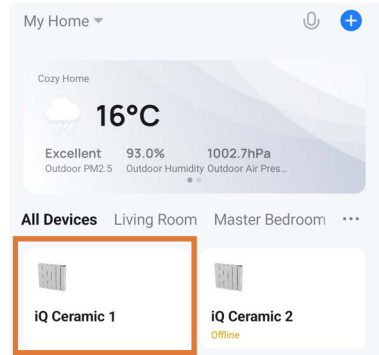
8-3 | Home overview

Smart Life's home screen displays the connection status of all paired devices.

Smart Life can be used to control multiple devices.

Online devices will respond to app commands.

Offline devices are powered off at the wall or power switch, or the WiFi feature has been disabled through the device control panel.



8-4 | Control interface

Tap the device to go to the control interface (Figure 16).

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

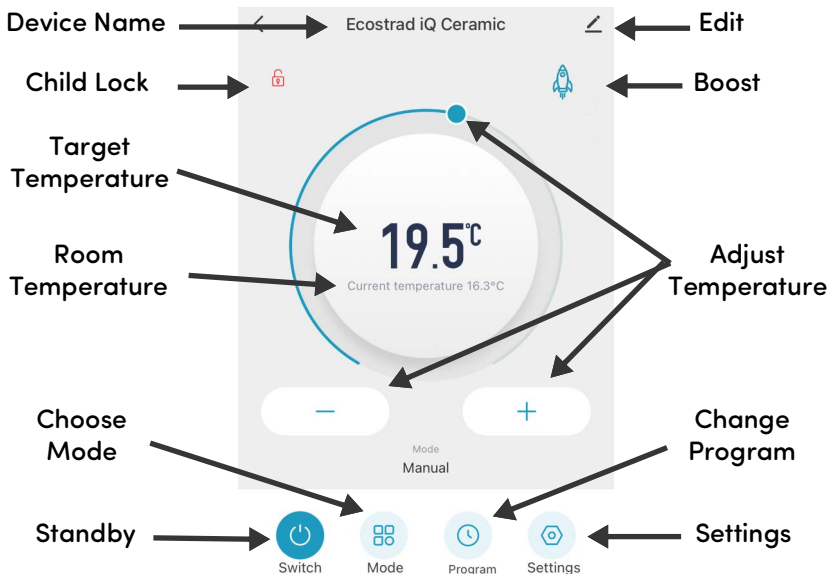


Figure 16 | Control interface on Smart Life app

8-5 | Choose heating mode

Tap  mode on the control interface to choose between manual mode and program mode.

8-5-1 | Manual mode

In manual mode, the radiator will heat the room to the target temperature indefinitely.

Simply use the sliding dial or the – and + keys to adjust the target temperature.

8-5-2 | Program mode

In program mode, the radiator will heat the room according to the set program.

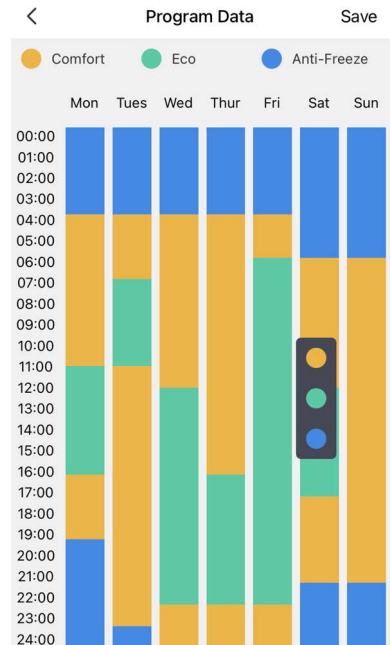
8-5-3 | Setting the program

Tap  Program on the control interface to change the currently scheduled program.

A program consists of 24 hourly intervals for each day.

1. Tap a time block to choose comfort (yellow), eco (green), or Anti-Freeze (blue).
2. Use your finger to drag the start and end times of each block to set your program quickly and easily.

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



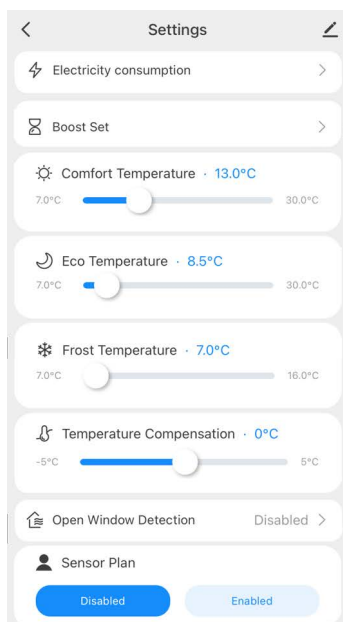
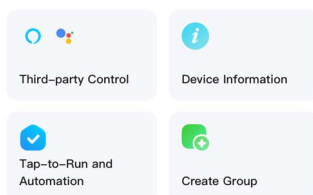
8-6 | Device settings

Tap  to view and adjust 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.

Tap  Settings to view and adjust the radiator's settings, corresponding to the control panel. (Section 5-8, page 19)

- Electricity Consumption
- Boost Settings
- Comfort Temperature
- Eco Temperature
- Frost Temperature
- Temperature Compensation
- Open Window Detection
- Sensor Plan
- Sensor Time
- Time Synchronization
- Frost Protection
- Beep

 Ecostrad iQ Ceramic 



8-6-1 | Electricity consumption

The Electricity Consumption feature allows the user to monitor the amount of energy consumed by the radiator in daily, monthly, or yearly periods.

This feature can be accessed via the  Settings menu in the Smart Life app.



8-6-2 | Boost

Tap  on the control screen to activate a timed boost.

Boost mode is used to provide a temporary timed increase or decrease to the target temperature without permanently changing the program or preset temperature.

After the boost ends, the radiator will return to the heating mode from which it was activated.

Use the  Settings menu to change the duration and target temperature for the default boost.

8-6-3 | Child Lock

Tap  to enable or disable the child lock.

The Child Lock locks the touchscreen buttons on the physical radiator's control panel, preventing accidental changes.

To enable or disable the child lock, simply tap  in the upper left corner of the control panel.

8-7 | Voice integration

Smart Life is compatible with 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.

- Your voice control app may discover your heaters automatically, or you may need to prompt it to do so.
- Quick guides for both Google Home and Alexa are available in the FAQ section of the Smart Life app.
- Some commands will differ slightly depending on which voice command system you use. See **Table 8** for a full list.

Give the radiator 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 8 | Voice commands

	Command	Action
	• Turn on <device name> • Switch on <device name>	Switches the radiator On.
	• Turn off <device name> • Switch off <device name>	Switches the radiator Off.
	Alexa • Set <device name> to heat Google Home • Set <device name> to hot	Switches the radiator to  manual mode.
	• Set <device name> to auto	Switches the radiator to  program mode.
 °C	• Set <device name> to <temperature> degrees	In  manual mode, this changes the temperature. In  program mode, there is no change. Value must be between 7 °C and 30 °C.
  °C	• Increase <device name> temperature • Decrease <device name> temperature • Make <device name> warmer • Make <device name> cooler • Raise <device name> temperature • Lower <device name> temperature	In  manual mode, increases or decreases the set temperature by 1 °C. In  program mode, there is no change.

Smart Life App

	Command	Action
  <x> °C	• Increase <device name> <x> degrees • Decrease <device name> <x> degrees • Raise <device name> <x> degrees • Lower <device name> <x> degrees	In  manual mode, increases or decreases the set temperature by a number of degrees. In  program mode, there is no change.
Room °C	Alexa • What's the <device name> temperature? Google Home • What temperature is the <device name>?	Reports the current room temperature as measured by the radiator.
Set °C	• What temperature is the <device name> set to?	Reports the set temperature of the radiator.

9 | Warranty

The Ecostrad iQ Ceramic Electric Radiator carries a 10-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.

Warranty

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.

10 | ErP Ecodesign Information

Model	500W	1000W	1200W	1500W	1800W	2000W
Heat output						
Nominal heat output (P_{nom} /kW)	0.5	1.0	1.2	1.5	1.8	2.0
Minimum heat output (indicative) (P_{min} /kW)	0.5	1.0	1.2	1.5	1.8	2.0
Maximum continuous heat output ($P_{\text{max.c}}$ /kW)	0.5	1.0	1.2	1.5	1.8	2.0
Auxiliary electricity consumption						
At nominal heat output (el_{max} /kW)	N/A	N/A	N/A	N/A	N/A	N/A
At minimal heat output (el_{min} /kW)	N/A	N/A	N/A	N/A	N/A	N/A
In standby mode (el_{sb} /kW)	0.009	0.009	0.009	0.009	0.009	0.009

Item	Unit
Type of heat input, for electric storage local space heaters only (select one)	
manual heat charge control, with integrated thermostat	N/A
manual heat charge control with room and/or outdoor temperature feedback	N/A
electronic heat charge control with room and/or outdoor temperature feedback	N/A
fan assisted heat output	N/A

ErP Ecodesign Information

Item	Unit
Type of heat output/room temperature control (select one)	
single stage heat output and no room temperature control	[no]
Two or more manual stages, no room temperature control	[no]
with mechanic thermostat room temperature control	[no]
with electronic room temperature control	[no]
electronic room temperature control plus day timer	[no]
electronic room temperature control plus week timer	[yes]
Other control options (multiple selections possible)	
room temperature control, with presence detection	[yes]
room temperature control, with open window detection	[yes]
with distance control option	[yes]
with adaptive start control	[no]
with working time limitation	[no]
with black bulb sensor	[no]

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

For queries, contact:

The UK manufacturer

Ecostrad Ltd.
Unit 21 Ash Way
Avenue C
Thorp Arch Trading Estate
WETHERBY
West Yorkshire
LS23 7FR

The ROI importer

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

<https://ecostrad.com/>

11 | 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.

