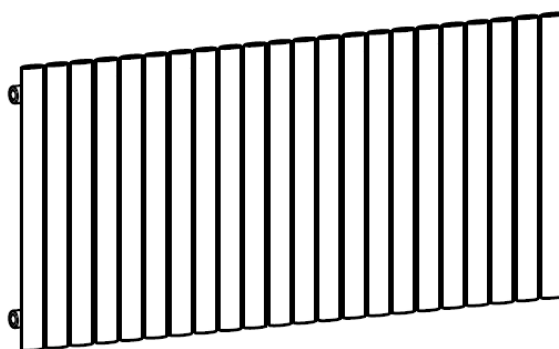
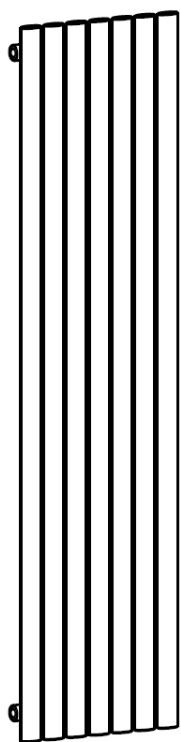


ecostrad

INSTRUCTION MANUAL

Ecostrad Designer Electric Radiators ALTO



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.



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 cover

This symbol indicates that it is prohibited to hang objects (such as towels, clothes etc.) on the device such that the electric components could become covered. To avoid overheating and fire hazards, ensure the electric components are never covered.



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 Alto Designer Radiator 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 Alto Designer Radiator, contact the retail establishment or distributor from which the product was purchased.

Heat Performance

The Ecostrad Alto is a thermal-fluid filled radiator designed to be fitted with the Ecostrad iQ WiFi Heating Element. This heating element, when inserted into the Ecostrad Alto, will heat to set programs and control the room temperature to ensure you are always warm when you want to be.

To do this, the heating element heats the thermal fluid in the radiator. This heated liquid rises through the unit, forcing colder liquid towards the element and setting off a convection cycle. This process of rising and falling liquid spreads heat throughout the radiator.

Each size of Ecostrad Alto is a self-contained unit with its own, unique, thermal “ecosystem” dictated by the behaviour of these natural convection currents. This means you can expect more variance between sizes of designer electric radiators than you would find in central heating systems, where the radiators are merely vessels in one, larger, pressurised system.

For more information about how designer electric radiators work, and how to get the best out of your electric heating system, see section **4-2**.

Quality

Here at Ecostrad, we pride ourselves on our strict quality control to ensure only the best products arrive at your home. However, the Ecostrad Alto is constructed using some manual processes, and this human touch means each radiator is unique. Some idiosyncrasies in finish can be expected. These differences should not impair the heating performance, durability, or visual impact of your Ecostrad Alto.

2 | Warnings & Precautions

Read all safety warnings and all instructions in this manual carefully before using or installing the radiator. 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.

Check that all ancillary components are present and that the product has not suffered any damage during transit.



NOTE – This radiator is supplied with an electric heating element and is for use with an electric supply only. The product cannot be used as part of a central heating system or as a dual source radiator. This radiator has been pre-filled and adjusted for electric use. No filling is required. Do not remove any of the seals as this might cause leakages and void the warranty. Improper adjustment of the fluid level in the radiator can cause malfunction.

The radiator can be used for heating throughout the home provided it is fitted with and controlled via the supplied heating element. Consult the manual of the supplied element for full safety, installation and functionality details.



Warning

This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience or knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure they do not play with the appliance.



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 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

As with conventional radiators, this electric radiator will get hot to the touch during operation. If the radiator is left on full power for a prolonged period of time the surface temperature can rise to 70 °C (+/- 5 °C). Particular attention should be given where children and vulnerable adults are present.





Warning

When drilling or fixing into walls, floors or ceilings it is essential you check for pipes and wires before commencing. Please ensure that you wear all necessary personal protective equipment.

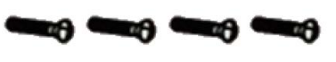
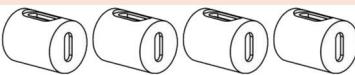
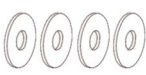
- The device must not be located immediately below an electrical socket outlet.
- The electronic components of the product must not be covered. Covering the heater such that the electronic components would be covered may cause the unit to overheat. If there is any risk that the electronic components could become covered, do not cover the radiator. 
- 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 byproduct of the radiator heating process and do not indicate any underlying issues.

3 | Installation

3-1 | Components

Before beginning installation, check that all fixings in **Table 1** are supplied. The radiator should only be mounted with the manufacturer's fixings.

Table 1 | Fixings and components

Part	Description		Quantity
A	Radiator Brackets		4
B	M6 Screws (M6x12)		4
C	Wall Plugs		4
D	Wall Brackets		4
E	Washers		4
F	Wall Screws (ST6x65)		4
G	M5 Screws (M5x12)		4
H	Element*		1

*The heating element is packaged separately from the radiator and may arrive in separate delivery.

3-2 | Fitting the element

Full instructions for fitting the element can be found within the element manual. The user must ensure installation is in accordance with the following:

- The element must be fitted at the bottom of the radiator on the side. It may be fitted on the left or right side.
- The heating element must not be connected to the electric supply until it is secured inside the radiator and correctly orientated.
- The radiator is filled with a thermal fluid exactly to the level required by the element. Ensure that no liquid is lost during installation. If any spill occurs, refer to the troubleshooting section of this manual to accurately top up the fluid.
- Do not hang the radiator with the heating element at the top (**Figure 1**).

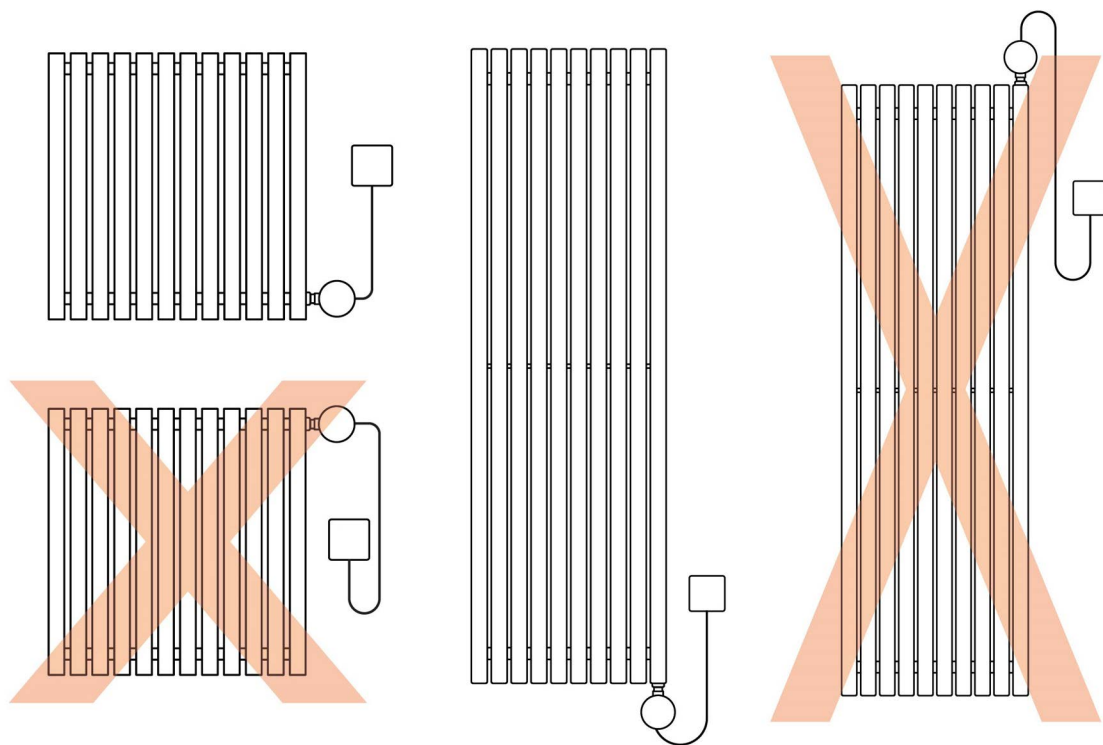


Figure 1 | Correct and incorrect element positioning

3-3 | Wall mounting

Tools required for wall mounting:

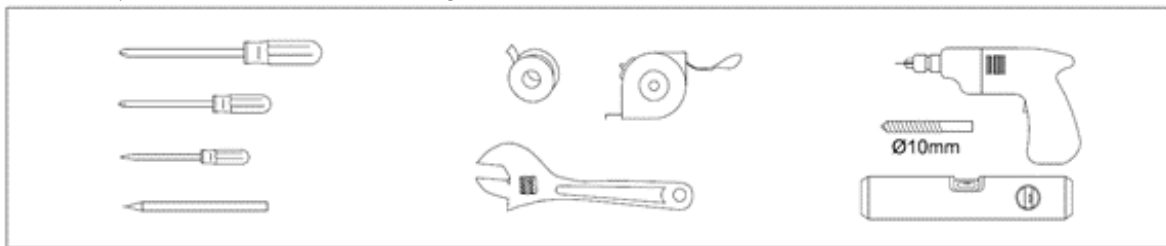


Figure 2 | Tools required

NOTE – these tools are not provided with the radiator.

1. Check that the wall is strong enough to hold the weight of the pre-filled radiator.

The fixings supplied are suitable for use in solid masonry. For any other wall type you will need to source appropriate fixings. If fitting to a plasterboard wall, either fit directly to the wooden struts or otherwise strengthen the wall; do not fix through plasterboard alone.

2. Attach the Radiator Brackets (A) to the back of the radiator using the M6 Screws (B), as shown in **Figure 3**.

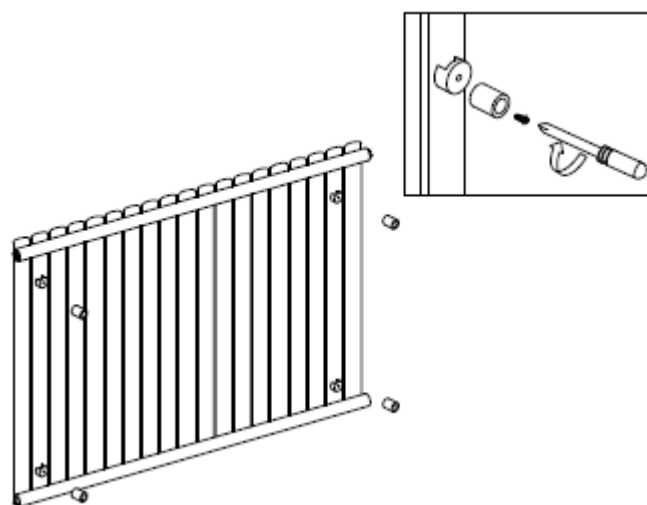


Figure 3 | Fixing the radiator brackets

3. Choose a mounting position and affix the wall brackets accordingly, as shown in **Figure 4**.
 - a. Use the template printed on the box to mark the bracket positions on the wall. Alternatively, use a tape measure, spirit level and the measurements in **Table 2**.

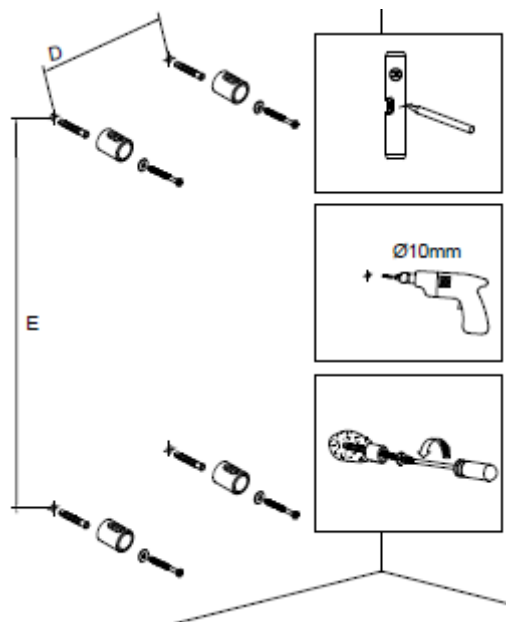


Figure 4 | Fixing the wall brackets

Table 2 | Bracket position measurements

Model orientation	Model Width [mm]	X (Horizontal Spacing) [mm]	Y (Vertical Spacing) [mm]
Horizontal	867	827	400
Horizontal	1032	990	400
Horizontal	1197	1155	400
Vertical	262	220	1480
Vertical	372	330	1480

- b. Using a 10mm drill bit, drill four holes in the marked locations and push the Wall Plugs (C) inside.
- c. Position the Wall Brackets (D) over the holes and fix in place using the Washers (E) and Wall Screws (F)
- d. Lift the radiator, slide the Radiator Brackets (A) inside the Wall Brackets (D) and fix in place with the M5 Screws (G) as shown in **Figure 5** (page 10). The element should be at the base of the radiator, and the bleeding valve should be on the top of the radiator, facing the wall.

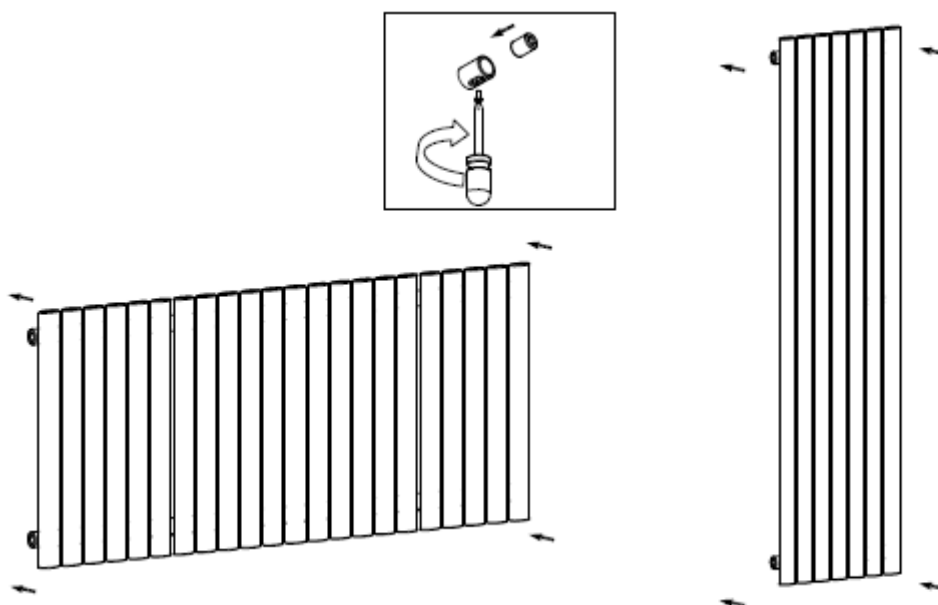


Figure 5 | Securing the radiator to the wall (horizontal and vertical)

3-4 | Connecting the element

Wiring the heating element to the mains is a job for a qualified electrician. Please consult the element manual for full instructions and safety warnings, paying special consideration to the following:

- The radiator and its element are designed to be used under AC 230 voltage and should be connected to the household fixed wiring by a qualified electrician in accordance with national wiring regulations. Risk of electric shock.
- Do not install the radiator under or in front of a power socket or connector box.



The power lead must be connected to a socket which must be at least 25cm from the floor. Do not connect the element to the power supply until it is secured within the radiator and correctly orientated, as demonstrated in **Figure 1**.

4 | Using Your Ecostrad Radiator

4-1 | First use

Once your radiator is installed and the element connected to the power by a qualified electrician, it is ready to heat your home.

Banging or creaking noises are not unusual during the first heating phase of the radiator. This is because the steel can become very cold during transit, and when heat is introduced to cold metal, the metal expands quickly, causing expansion noises. This may persist for the first few days of heating as the product acclimatises to your home.

Bleeding

After the first 30 minutes of heating, it is recommended to bleed the radiator to release pressure. To do this:

1. Check that you have installed the radiator so that the bleeding valve is at the top of the radiator.
2. Insert a screwdriver into the valve and unscrew it.
3. When liquid begins to come out of the valve, screw it closed again.

Use a cloth or a container to catch and dispose of any leaking liquid.

4-2 | General usage

Designer Electric Radiators marry together the sleek aesthetics and pleasant heating of modern central heating radiators with the controllability of electric.

However, although the room heating performance of a designer electric radiator is similar to that of a central heating radiator, the movement of heat across the units themselves can feel a little different. That is because each radiator in a central heating system is simply a vessel in one pressurised system: heated fluid is pushed through the radiator, ensuring an even surface temperature.

For designer electric radiators, which are self-contained, surface temperatures take longer to even out; the flow of hot liquid depends on internal convection currents spreading heated liquid across the unit.

The “dynamic” nature of these products means the heat up behaviour is less consistent than what you may have experienced with other, static electric heaters. However, this is perfectly normal, and allows you to enjoy the benefits of electric heating as well as the varied designs of steel, fluid-filled radiators.

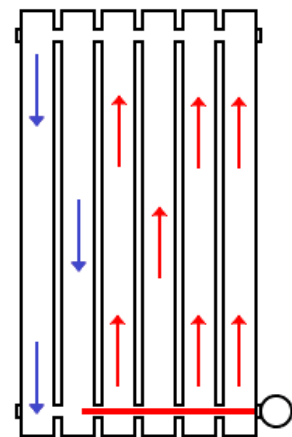


Figure 6 | Depiction of heat in an Ecostrad Alto (stylised)

4-2-1 | Getting the best out of your Ecostrad Alto

For best results:

- **Allow a few days of heating regularly and gently** when first installed to calibrate the radiator to your home and to ensure the product is heating correctly. At first, the lower bars or those furthest from the heating element may feel cooler than the rest of the radiator: this is expected behaviour. The heat distribution should become more even over time. However, because of the dynamic nature of convection, there will always be some discrepancy between the top and bottom of the radiator.
- **Set a program on the heating element** (see the heating element's manual for details) as Ecostrad Designer Electric Radiators work best when maintaining consistent temperatures.
- **Always allow enough time for the radiator to heat the walls and air** before the warmth is needed, especially when the radiator is heating a colder room. This is recommended because designer electric radiators, like central heating radiators, heat the air through convection and the solid objects of a room through gentle radiated heat. Whilst convection is fast, radiated heat is absorbed into the walls, floors and furniture, which takes longer. Allowing enough time for the radiator to heat the room with radiated heat results in a more deeply warmed room, ensuring it holds heat for longer when the radiator is turned down or off.
- **Do not allow the room to cool significantly between heating periods.** This forces the radiator to heat more aggressively, which could result in uneven heat distribution.

If you have concerns about the heat performance of your radiator, contact the retail establishment or distributor from which the product was purchased

4-2-2 | Covering your radiator

Unlike most electric heating products, the Ecostrad Alto is just like typical central heating radiators in that it can be used to dry clothing or towels. However, please be aware that covering your radiator will reduce its useful heating output for the room.

You must NEVER cover the electrical heating element – doing so risks overheating the electrical components which could result in irreparable damage or fire. **Covering the heating element will void the product's warranty.**



5 | Cleaning & Maintenance

Regular cleaning with a soft, damp cloth will keep the surface of your product looking new. Do not use abrasive or chemical cleaners as these will damage the finish over time.



Always ensure the heating element is disconnected from the power before attempting any maintenance or cleaning. Risk of electric shock. After installing the element, ensure optimal performance by bleeding the radiator to remove any pressure.

6 | Troubleshooting

For common issues, see the table below. For control issues, see the manual of the heating element.

If you have any other concerns, contact the retail establishment or distributor from which the product was purchased.

Issue	Explanation/Solution
Radiator is making noise	1) Ensure the Brackets are tightened sufficiently and are not loose. 2) Banging noises may occur as the metal expands. This can happen at any time, particularly when the metal is heated from cold, but it is more common after first installation. Follow the usage guidelines in section 4-2 to minimise expansion noises. If the issue persists or is accompanied by other issues, contact your retailer.
Radiator is cool to the touch	1) Check the set temperature. If the set temperature is lower than the room temperature, the radiator will not heat. 2) If the set temperature is higher than the room temperature, check that the heating element is calling for heat by checking for the heating symbol. If there is no heating symbol, this may indicate an element issue, such as incorrect temperature compensation, Open Window Detection being triggered, incorrect mode, or an electronic fault. Check the element manual for details on how to correct these issues. 3) Check how long the product has been heating. Radiators that have been heating continuously for less than 45 minutes may not be at their maximum temperature. 4) Check the ambient room temperature. In cold rooms the product may feel colder to the touch as the heat produced is quickly transferred to the room. This is particularly likely in cases where there is an extreme difference in temperature between the radiator and the room. See section 4-2 for usage guidelines.

Issue	Explanation/Solution
The surface of the radiator has faults/is no longer perfect	Please see the warranty section of this manual (section 7) for details of what is and is not covered by the warranty. Note that regular cleaning of your radiator (as stated in section 5) will help keep the surface of your radiator looking new.
Radiator is hotter on one side than the other	Uneven surface temperature on an Electric Designer Radiator is perfectly normal, particularly during the initial heat up time. These radiators are powered by an electric element which heats the liquid in the bottom half of the radiator (for horizontal radiators) or the left or right side (for vertical radiators). The liquid circulates due to convection alone: it is not pushed by any fan or propeller, and so takes time to circulate fully. Always allow your radiator to heat for a few hours before testing to see if surface temperature is uneven. Uneven surface temperature is also more common when trying to heat a cold room quickly – see section 4-2.
Radiator is hotter to the touch when covered with a towel	Radiators covered by a towel or clothes may heat up quicker or feel hotter to the touch than those that are not covered. This is because the fabric traps the heat in the radiator, meaning the surface temperature raises quicker and to higher extremes. However, this means less heat is being transferred to the room. To heat a room most effectively, do not cover your radiator. NEVER cover the electrical heating element. Risk of fire.

6-1 | Fluid level top-up

If a radiator is not heating evenly or reaching the desired temperature, this may be an indicator that some fluid has been lost at the installation stage. In the event of a spill, use the included SureFill™ fluid level meter to check the level of thermal fluid in the radiator and top-up the fluid to the ideal level.

A radiator will not need to be topped up as part of a regular maintenance cycle. The radiator is part of its own enclosed system.

Warning

- Only top up a radiator that has been allowed to fully cool. If the radiator has been recently used, switch off the element and allow to cool for 2 hours.
- Prevention is best! Whenever removing a cap from the radiator, always ensure that the cap is at the highest point to prevent any spillage. If spillage does occur at any point during installation, stop and check the fluid levels before proceeding.

How to top up

1. Position the radiator so that the element inlet is at the highest point. (**Figure 7**)
2. Gently tilt the radiator from side to side to dislodge any air bubbles.
3. Tilt the radiator so that the air bubble is concentrated around the element inlet.
4. Slowly loosen the cap. If there is any hissing sound, stop loosening and wait until the hissing stops before fully removing the cap. The units are not filled under pressure, but there can occasionally be a minor build-up of pressure inside the unit. Opening it slowly like a soda bottle will prevent any unwanted overflow.
5. Level the top of the radiator like **Figure 7**.

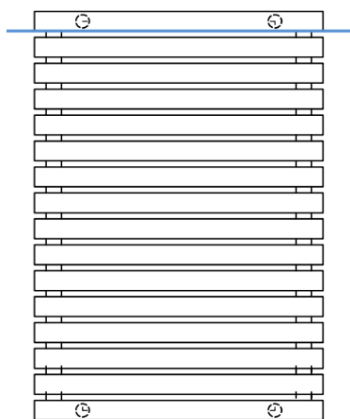


Figure 8 | Top-up position for horizontal models

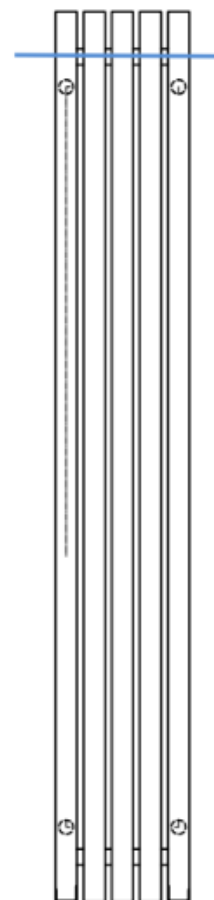


Figure 7 | Top-up position for vertical models

6. Insert the SureFill™ into the radiator until the measurement line is flush with the face of the inlet.
For vertical radiators, align the 105 mm line with the inlet.
For horizontal radiators, align the 55 mm line with the inlet.
7. The red fluid level indicator should float touch within 5 mm of the marked red line in the clear dome at the top of the meter. If the fluid level is too low, additional thermal fluid is required.
8. If less than 1/2 litre of fluid was spilled, water can be used to top up. For larger spills, a properly mixed ratio of glycol and water must be used. Please contact the establishment where your radiator was purchased for troubleshooting a larger spill.



Figure 9 | SureFill™ meter

7 | Warranty

The Ecostrad Alto Designer Radiator carries a 20-year guarantee on the steel body, a 3-year guarantee on the paint, 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 radiator has been used with the supplied heating element, at the specified supply voltage, and in accordance with all conditions specified in this manual. The warranty will be void if the radiator has been tampered with 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 unit, the purchaser's faulty electrical installations, transporting the unit or problems caused by the unit being handled by persons not authorised by Ecostrad. An invoice may be required to confirm that installation work has been carried out by a qualified professional. Ecostrad cannot accept responsibility for damage, loss or injury caused by incorrect installation, maintenance, cleaning or covering the unit.

The warranty does not cover any minor defect in finish on the back or the brackets of the product, which do not impair the structural integrity or overall look of the product.

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

8 | 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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