

2000W, 3000W, 4000W PRO SPACE HEATER USER MANUAL

PRO-20 metallic

PRO-30 metallic

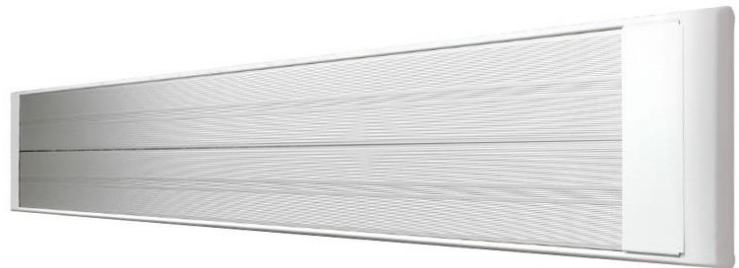
PRO-40 metallic



PRO-20 white

PRO-30 white

PRO-40 white



Thank you for purchasing our PRO SPACE HEATER!

This product is revolutionizing heating for large industrial spaces such as warehouses, as well as production areas, workshops and garages. It is highly effective, economical, and is currently considered to be the most effective type of heating.

The heating plates of the panel are made of an aluminium alloy with a specially treated surface. Tiny “ripples” greatly increase the surface of the heating area, allowing heat to be emitted at maximum intensity. This high-quality heater will ensure years of trouble-free performance if used according to these instructions and properly maintained.

The panel projects infrared rays which heat mainly objects plus people directly rather than air. Only 93% of the heat is absorbed by the floor, walls, and other materials in the space, which then warms up the surrounding air.

A. SAFETY PRECAUTIONS THEY MUST NOT BE INSTALLED DIRECTLY ON THE CEILING WIHTOUT A 15CM MINIMUM GAP, AND THE CABLE MUST LEAVE THE HEATER VERTICALLY, NOT LIE ON THE BACK OF THE HEATER. INSTRUCTIONS ARE AS FOLLOWS;

IMPORTANT: PLEASE READ THESE INSTRUCTIONS CAREFULLY AND TAKE NOTE OF THE SAFETY PRECAUTIONS AND INSTALLATION GUIDELINES. PLEASE USE THIS PRODUCT CORRECTLY AND SOLELY FOR ITS INTENDED PURPOSE. FAILURE TO DO SO MAY CAUSE DAMAGE AND/OR PERSONAL INJURY AND WILL VOID YOUR WARRANTY.

1. Avoid touching the panel once it switches on and several minutes after it is switched off. High risk of burn injury!
2. Do not use heater if it is faulty or damaged.
3. Mount the panel according to the minimum distance required from front, side and back of panel as outlined above.
4. Keep out of reach of children and persons whose reduced physical, sensory and mental incapability or lack of experience and knowledge will prevent them from using the panel safely. They must be supervised or instructed by a person responsible for their safety.
5. Do not modify the panel in ANY way. Doing so will void your warranty.
6. The panel is designed to heat commercial spaces, except for areas at risk of explosion.
7. Should not be used in areas over 80% humidity = semi outdoor areas.
8. Do not place the panel in water or other liquids as they would cause damage.
9. The heater should not be mounted below a socket outlet.
10. The power cable must not be placed close to the hot surface of the panel.
11. Do not hang any objects on the heater or cover its surface in any way.
12. Means for disconnecting a panel from the supply (a fused spur) must be incorporated as part of the fixed wiring in accordance with the safety regulations.
13. Only original spare parts can be used to repair the panel – contact us.
14. Repairs must be done by qualified personnel.

B. PROPERTIES

1. Installation, maintenance and running costs are up to 30 - 40% cheaper than oil heaters and other electric heaters and on par with gas central heating.
2. Its heating method has many advantages over other forms of heating such as;
 - light weight and simple mounting
 - increased heating area
 - cooling the space at a much slower rate
 - conservation of electricity
 - absence of dust rotation
 - prevents drying of the air and maintains comfortable humidity.
 - reduction of dampness, mildew and condensation
 - equalising temperature at the floor and ceiling which prevents cold feet
3. Infrared heat pours out from the front of the panel directly into the surrounding surfaces; which absorb and retain heat that warms up the air.
4. The surface temperature of the front of the panel is 180 - 230 °C. Thermal insulation made of ceramic fibres prevents the back of the panel from exceeding 80 °C.
5. It can be switched on/off manually using a suitable device, but optimum performance is achieved using a programmable thermostat or timer.
 - The panel should ideally be mounted at a 2500 mm - 6000 mm height from the floor; 2000W: 2500 mm – 3500 mm
 - 3000W: 3000 mm – 4000 mm
 - 4000W: 4000 mm – 6000 mm
6. A minimum distance is required from the back, sides, and front of the panel to surfaces/materials. This helps protect the latter from overheating;
 - back of panel to ceiling: 120 mm (air gap from panel to ceiling)
 - sides of panel to wall/beams: 500 mm
 - front of panel to all living/non-living objects: 500 mm

C. SPECIFICATION

Name	Power (W)	Amp (A)	Volt (V)	Dimensions (MM)	Wall mounted	Ceiling mounted	Weight (KG)	IP	Heating area (M ²)
Pro - 20 metallic	2000	9.1	240	1550 x 300 x 45	Yes	Yes	8.2	54	40
Pro - 30 metallic	3000	4.5 x 3	415	1550 x 440 x 45	No	Yes	11.7	54	60
Pro - 40 metallic	4000	6 x 3	415	1730 x 440 x 45	No	Yes	12.8	54	80

Name	Power (W)	Amp (A)	Volt (V)	Dimensions (MM)	Wall mounted	Ceiling mounted	Weight (KG)	IP	Heating area (M ²)
Pro - 20 white	2000	9.1	240	1355 x 290 x 45	Yes	Yes	7.9	54	40
Pro - 30 white	3000	4.5 x 3	415	1355 x 415 x 45	No	Yes	11.4	54	60
Pro - 40 white	4000	6 x 3	415	1640 x 415 x 45	No	Yes	13.4	54	80

Note: The heating area is based on 20 °C at the ideal height if insulated. With less insulation or higher ceilings, expect lower temperatures or if zone smaller areas.

D. INSTALLATION GUIDELINES

The Pro Space Heater is primarily designed to be mounted on the ceiling, which is the best position to warm up a space effectively. This will allow for optimum utilization of wall and floor space.

We recommend mounting the panel in the centre of your space or in selected “heating zones” you want to heat specifically.

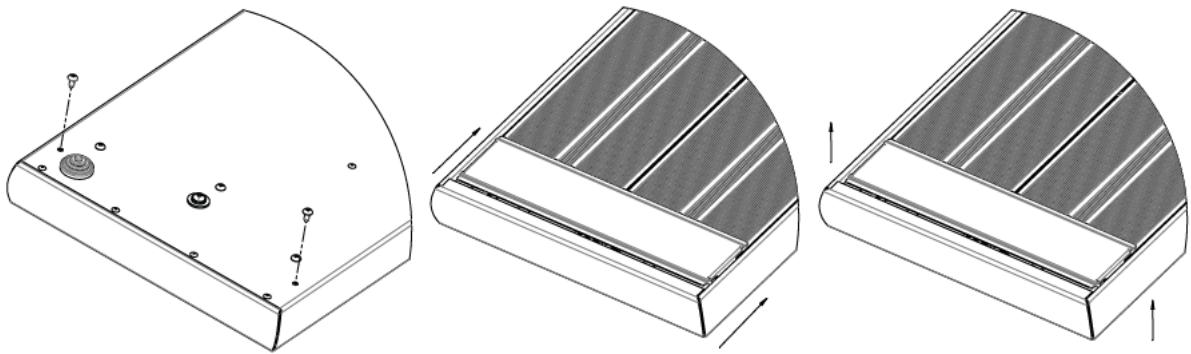
However, if rotating brackets are purchased, it may be hung on the wall at not less than 2.5m from the floor. The brackets must be mounted at a 45 ° angle.

ASSEMBLY



PRO metallic

1. Remove the panel from its packaging and place on any flat surface with the front facing down.
2. Select a suitable position to mount the panel and mark two holes through which the bigger hooks will be anchored to the ceiling.
3. Only connect the heater to the mains using the cable provided. Do not leave the cable lying flat on the hot surface of the panel as it can cause damage!
4. Attach one end of the chain to the smaller hooks that slide down the back of the panel.
5. Screw the bigger hooks into the holes marked on the ceiling.
6. Fix the other end of the chain carrying the panel to the hooks in the ceiling.
7. Wipe the panel clean before switching on the heater.
8. The panel will reach set temperature within 15 minutes of switching on.



PRO white



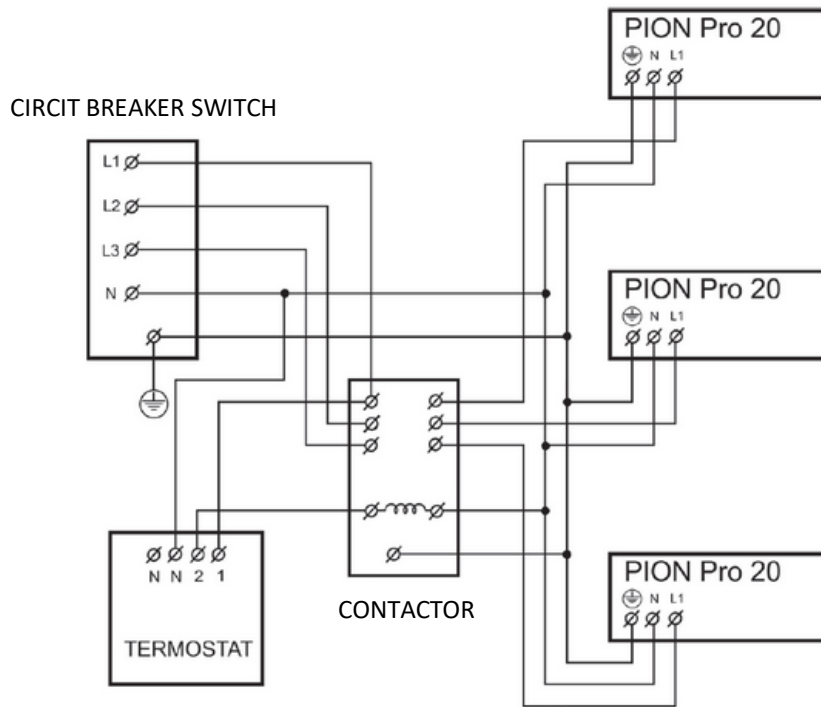
Observe the specified minimum heater mounting height (2.5). If the ceiling is lower than the minimum height, we recommend mounting the panel with brackets.

Conventional fastening devices ensure the safe suspension of the infrared heater to the ceiling with wooden, concrete, metal etc. surfaces.

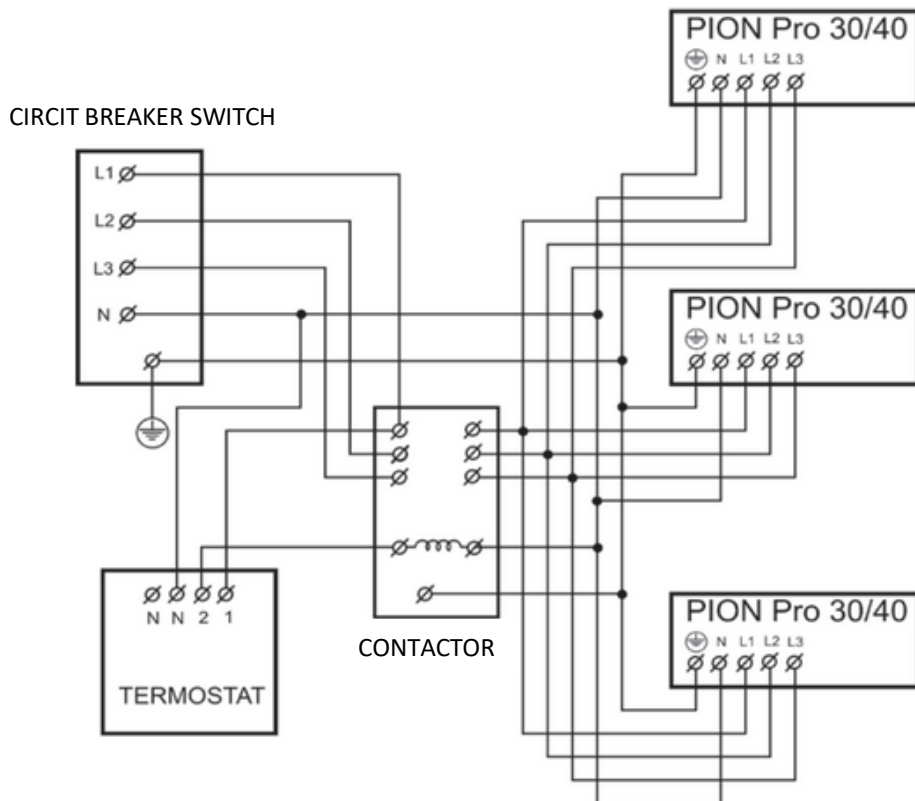
For plastic-coated ceilings, classical fastening is permissible only in those cases where the heat resistance of the surface plastic material is at least 80 ° C.

After installation, the panel might emit a smell caused by the new paints evaporating. Don't worry, this will disappear after a short time.

WIRING



Single Phase (2000W)



Three Phase (3000W, 4000W)

1. The power cable must have the appropriate electrical load.
2. Connect the leads from the power cable to the appropriate terminals on the panel as indicated in diagram. On the sticker, E + N + L.
3. Set up the power cable coming out of the exterior terminal connected to the suspension chains. **Never leave the power cable lying on the hot surface of the panel.**
4. Make sure that polarity is correct!
5. When connecting the panel and thermostat to the mains, please follow the guidelines provided by manufacturer of the thermostat.
6. Mount the thermostat at a height of 1.5 m from the floor. For better temperature readings, do not place the thermostat in a zone which has direct exposure to heat rays or other heat sources (At least 1m from the heater).



If you would like to hard-wire the panel to the mains, installation must be done by a qualified electrician.

E. MAINTENANCE

Pro Space Heater requires little maintenance or service but there are two measures you must take to ensure its continuous efficiency over the years;

1. If dust accumulates on the back of the panel, use a wet cloth or alcohol-based wipe to remove any dust particles (only when the heater is off and cool).
2. To use the heater;
 - ambient temperature in the space must be between -10 °C to +40 °C
 - relative air humidity (at 25 °C) must not exceed 80%

G. TROUBLESHOOTING

1. If the unit has a low heating performance;
 - check voltage on the unit's terminal clamps. Values should read 230 V +/- 10 V when in operation
 - make sure that the thermostat is in perfect condition
 - place a standard indoor thermometer beside the thermostat and compare values. Deviation in thermostat start-up must fall within the range of +/- 2 °C
2. If no heat is being emitted (cold panel);
 - make sure the power grid is on
 - check if the power cord is intact or damaged
 - check all connections at the unit's terminal board
 - check contact point of the power plug
 - check if the thermostat is working properly

- if none of the above have been checked and the unit still does not produce heat, please seek help from us

F. STORAGE INSTRUCTIONS

- The panel should be stored in its original packaging, in a place where temperature ranges between -10 °C and +40° C and air humidity does not exceed 80%. The heater should be free from hard impact, dust, and moisture. Handle the panel with extra care and do not touch its surface.

H. WARRANTY TERMS

1. The manufacturer offers 5-year guarantee from date of purchase.
2. During the guarantee period, should the panel develop functional defects as a result of failure or shortcoming on the part of the manufacturer, the manufacturer will repair the panel free of charge or replace it in compliance with the herein stated terms and conditions.
3. The guarantee may be claimed only with original proof of purchase.
4. This warranty does not constitute a right for indemnification of damages that originated as a result of adjustments carried out on the appliance without the prior written consent of we the Supplier.
5. Any further warranty or claims are excluded. The warranty covers the repair or replacement of the defective product ONLY and we have no liability for installation costs or consequential loses however incurred.
6. This warranty is void should any of the following occur:
 - the buyer tampers with the structural design of the appliance.
 - incorrect handling and/or operating of the appliance.
 - using the appliance in ways that do not comply with the relevant applicable provisions and/or the stipulations of the user manual provided by the manufacturer.
 - installing equipment whereby its operation is in breach of technical regulations and safety standards.
 - repairs are carried out by an unauthorised service provider/s or seller/s.
 - accidents such as a lightning strike, flood, fire, etc. that are beyond reasonable control of the manufacturer (considered a force majeure).
 - electrical system within which the appliance was operated is deemed to be defective.
 - operating the appliance at a higher voltage than prescribed (i.e. with a deviation of over 10% above the nominal level) and/or at environmental humidity exceeding 80% at 25°C temperatures.