

MODELS

HS-1000-WX

HS-1000-W

QUARTZ INFRARED WALL HEATER

SAFETY INSTRUCTIONS & OPERATION MANUAL

Thank you and congratulations on your purchase of your Heat Storm™ infrared heater.

PLEASE READ THIS MANUAL BEFORE OPERATING THIS APPLIANCE.

WARNING

IF THE INFORMATION IN THIS MANUAL IS NOT FOLLOWED EXACTLY, AN ELECTRIC SHOCK OR FIRE MAY RESULT CAUSING PROPERTY DAMAGE, PERSONAL INJURY OR LOSS OF LIFE. DO NOT STORE OR USE GASOLINE OR OTHER FLAMMABLE VAPORS AND LIQUIDS IN THE VICINITY OF THIS OR ANY OTHER APPLIANCE.

WARNING

ANY REQUIRED SERVICE OTHER THAN FILTER MAINTENANCE SHOULD ONLY BE PERFORMED BY AN AUTHORIZED SERVICE REPRESENTATIVE AND ANY OTHER REPAIRS ATTEMPTED BY ANYONE OTHER THAN AN AUTHORIZED SERVICE REPRESENTATIVE WILL VOID THE WARRANTY.



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IMPORTANT SAFETY INSTRUCTIONS

WARNING: In order to avoid overheating, DO NOT cover the heater. It cannot be used in a wardrobe.

- Read all instructions before using this heater.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear of the heater.
- **CAUTION:** Whenever the heater is left operating and unattended, caution may be necessary if children or invalids are nearby.
- The appliance is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
- Children being supervised should be instructed not to play with the appliance.
- Always unplug heater when not in use.
- DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Any repairs to this heater should be carried out by a qualified service person.
- Under no circumstances should this heater be modified. Parts having to be removed for servicing must be replaced prior to operating this heater again.
- DO NOT use outdoors.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. NEVER locate heater where it may fall into a bathtub or other water container.
- DO NOT run cord under carpeting. DO NOT cover cord with throw rugs, runners or similar coverings. DO NOT route cord under furniture or appliances. Arrange cord away from traffic areas and where it will not be tripped over.
- To disconnect heater, turn controls to the off position, wait for the fan to stop blowing to ensure the inside of the heater has been properly cooled, then remove plug from outlet.
- Connect to properly grounded outlets only.
- This appliance, when installed, must be electrically grounded in accordance with local codes or, in the absence of local codes, with the current CSA C22.1 Canadian Electrical Code or for U.S.A. installations, follow local codes and the National Electrical Code, ANSINFPAN0.70. When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons including the following:
- There is a thermostat limiter inside the heater. When the inner temperature over heats or abnormal heating occurs, the thermostat protective device will cut off power supply to avoid risk of fire or damage to the heater.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where opening may become blocked.
- The heater has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint or flammable liquids are used or stored.
- Use this heater only as described in the manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- Always plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/ power strip).
- This heater is for use on 120 volts.
- **KEEP THESE INSTRUCTIONS.**

HEATER LOCATION

When choosing a location for your new heater, ensure that the general instructions are followed. Also, for best effect, install the heater out of direct sunlight. Cold climate installation recommendation: when installing this unit against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.

ELECTRICAL CONNECTION

A 15 AMP, 120 Volt, 60 Hz circuit with a properly grounded outlet is required. Preferably, the heater will be on a dedicated circuit as other appliances on the same circuit may cause the circuit breaker to trip or the fuse to blow when the heater is in operation.

CAUTION: Do not exceed the current rating of the current tap. Always plug heaters directly into a wall outlet/receptacle. NEVER use with an extension cord or relocatable power tap (outlet/ power strip).

CLEARANCE TO COMBUSTIBLES

Keep electrical cords, drapery, furniture and other combustibles at least 3 feet (0.6 m) from the front of the heater and away from the sides.

MAINTENANCE

WARNING: Make sure the power is turned off before proceeding. Any electrical repairs or rewiring of this unit should be carried out by a licensed electrician in accordance with national and local codes.

If repairing or replacing any electrical component or wiring, the original wire routing, color coding and securing locations must be followed.

WARNING: Electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electrical shock and injury to persons.

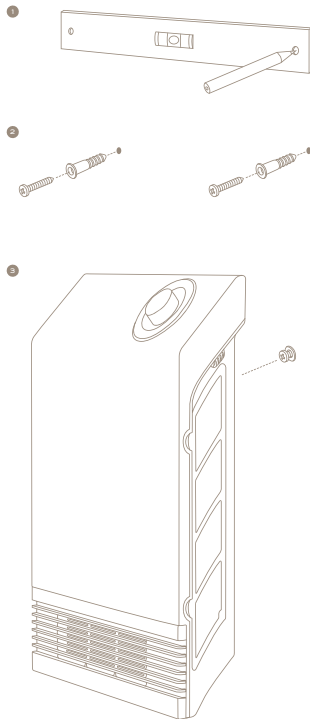
WARNING: Do not use this heater if any part of it has been under water. Immediately call a qualified service technician to inspect the heater and replace any part of the electrical system.

WARNING: Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electrical shock or personal injury.

WARNING: During any service of this appliance, the power to the unit must be turned off. First turn the main power switch to the "OFF" position, wait for the fan to stop blowing to ensure the inside of the heater has been properly cooled. Then remove the electrical plug from the wall outlet.

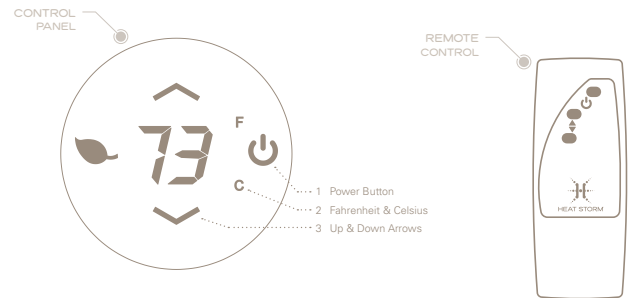
INSTALLATION INSTRUCTIONS

- 1 Use the included level to ensure you mark the guide holes correctly
- 2 Insert included anchors and screws
- 3 Hang the heater onto the screws



OPERATING INSTRUCTIONS

When choosing a location for your new heater, ensure that the general instructions are followed. Also, for best effect, install the heater out of direct sunlight. Cold climate installation recommendation: when installing this unit against a non-insulated exterior wall or chase, it is mandatory that the outer walls be insulated to conform to applicable insulation codes.



POWER

- The POWER button supplies power to all functions of the heater.
- Once the heater is plugged into the outlet it will be in standby mode. The power button is the universal on/off symbol and will be blue indicating that the heater is plugged in, but is powered off.
- The POWER button on the control panel needs to be pressed in order to turn on the heater and operate the remote control.
- Once the POWER button is pressed it will turn red indicating that the heater has been powered ON.

SELECTING CELSIUS AND FAHRENHEIT

- By pressing the "UP" and "DOWN" buttons at the same time for 3 seconds you can set the heater to function and display in Celsius or Fahrenheit.

NOTE: Switching between Celsius and Fahrenheit can only be performed using the Control Panel on the heater and is not available using the remote control.

SETTING TEMPERATURE

- When pressing either the up or down buttons the display will enter temperature setting mode. The heater will indicate that it is in temperature setting mode when the numbers begin to blink.
- When in temperature setting mode, pressing the up and down buttons will change the thermostat by 1 °F or by 1 °C. The temperature setting range is between 50° F - 97° F (10° C - 36° C).
- The default set temperature of the heater is 72° F (22° C).
- After 5 seconds without control input the display will exit temperature setting mode and show the current ambient temperature.

NOTE: After the heater function or power is shutoff the blower will continue to run for several minutes to cool the internal components.

OPERATING INSTRUCTIONS CONT.

THERMOSTAT CALIBRATION

Thermostat readings can vary based on the environment. If desired, the thermostat on the heater can be manually calibrated to match central HVAC system.

NOTE: Thermostat calibration can only be performed using the Control Panel on the heater and is not available using the remote control.

NOTE: Typically Heat Storm Infrared Heater thermostats are more accurate than home central thermostats. Changing your Heat Storm Infrared Heater to match your central system may reduce its efficiency.

To adjust the thermostat:

- Press the Up & Down Arrow at the same time and then also press the on/off button and hold all three buttons down for 5 seconds to begin calibration.
- Use the up and/or down buttons to adjust the thermostat.
- After 5 seconds without control input the heater will exit thermostat calibration.

NOTE: This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Modifications not approved by the party responsible for compliance could void user's authority to operate the equipment. This Class B digital apparatus complies with Canadian ICES-003.

WASHABLE LIFETIME FILTER SYSTEM

Heat Storm™ Infrared Heaters come equipped with a washable lifetime filter which is easy to clean. (The manufacturer recommends the filter to be cleaned regularly as needed.) To do this, follow these steps:

- Press both tabs to remove the filter cover and remove the filter, noting which side of the filter receives air flow into the heater.
- Run warm tap water over the filter, the opposite direction of air flow, until water runs clear. The filter might excrete some filtered residue, so be cautious not to drip on any stainable surfaces such as carpeting. You can also soak the filter in water mixed with a small amount of mild dish soap (remember to rinse well with clean water after soaking filter).
- Shake the filter over a sink until excess water is removed and allow it to drip dry completely before reinstalling.
- DO NOT force or attempt to speed the filter drying process by using any alternative methods.
- ENSURE that the filter is completely dry before inserting back into the air inlet and replacing covers.
- Reinstall the filter and replace cover.

WARNING

ANY REQUIRED SERVICE OTHER THAN FILTER MAINTENANCE SHOULD ONLY BE PERFORMED BY AN AUTHORIZED SERVICE REPRESENTATIVE

REPLACING THE REMOTE CONTROL BATTERY

When the remote control stops operating or its range seems reduced, it is time to replace the battery with a new one.

- The battery compartment is located on the back end of the remote.
- Press and slide the battery door open and remove the old battery.
- Insert 2pcs AAA batteries, checking that the + and - sides of the battery match inside the battery compartment.
- Replace the battery compartment door.

NOTE: Do not mix old and new batteries. Do not mix alkaline, standard (carbonzinc), or rechargeable (nicad, nimh, etc) batteries.

DISPOSAL OF USED BATTERIES



Battery may contain hazardous substances which could endanger the environment and human health. This symbol marked on the battery and/ or packaging indicates that used battery shall not be treated as municipal waste. Batteries should be disposed of at an appropriate collection point for recycling.

By ensuring the used batteries are disposed of correctly, you will help prevent potential negative consequences for the environment and human health. The recycling of materials will help to conserve natural resources. For more information about collection and recycling of used batteries, please contact your local municipality or your waste disposal service.

TROUBLE SHOOTING GUIDE

The heater keeps blowing air when the leaf symbol is not red or green	The heater is functioning as it should. This is the cool down phase. The heater will run for several minutes to cool down the internal components. This increases the lifespan of the infrared elements.
The heater does not blow warm air	A - Check if the air inlet is blocked or the air filter is dirty and needs to be cleaned. B - The ambient temperature is higher than the thermostat setting. C - Disconnect the unit from the wall outlet for 2 hours. After 2 hours plug the unit back into wall outlet. If the problem persists call customer service.
"E1" is displayed on the control panel	One quartz infrared tube may be malfunctioning.
"E2" is displayed on the control panel	It has been detected that more than one tube is malfunctioning. Disconnect the heater from the wall outlet and call customer service.
"EE" is displayed on the control panel	The temperature sensor needs to be reset. Turn the heater off for at least 30 minutes.
"EH" is displayed on the control panel	The heater is too warm. It is possible the filter is obstructed or that the fan is not functioning. <i>Turn the heater to the off position. If the fan is running, let the heater cool down. Once the fan quits running unplug the heater and call customer service.</i>

QUESTIONS AND ANSWERS

Q: Why does the Blower Fan keep running after I have turned off the rocker switch?

A: The Blower Fan will continue to run until the heat chamber has cooled down. After a few minutes the fan will shut off automatically. This ensures that the quartz infrared heating elements are cooled properly helping to ensure the longevity of your heater.

Q: Can the heating elements be replaced?

A: Yes. Contact an authorized repair center.

Q: My cord is getting very hot, especially at the plug. Is that normal?

A: No. Most likely the problem is that the connection from the wall wiring to the outlet is faulty and is causing the outlet and plug to overheat. Also, make sure there are not too many appliances plugged into outlets on a single circuit. If the problems persist consult a qualified electrician.

Q: The heater's airflow seems to have diminished?

A: Make sure the air inlet is not blocked and that the filter is clean. Follow the Filter Maintenance procedure in the Operation Instructions section.

Q: Once I initially plug the unit in and turn it on, how long will it take to heat my room?

A: Generally, it takes about a half hour. Please remember that with any type of heating process there are many variables; size of the room, how well the room is insulated, how many doors/windows, how much bare concrete (which acts as a heat sink with any type of heating), the opening and closing of an exterior door, etc... Therefore, heating performance will vary in every environment.

Q: Can I use the heater to heat multiple rooms at the same time?

A: Yes. Keep in mind the heating will vary based on how open your floor plan is and the sizes of the rooms involved. Our suggestion, give it a try and see what works best for you.

Q: My Heater never seems to reach the set temperature, it just keeps running.

A: There are several possible causes. Make sure the filter(s) are clean. If the room is drafty or poorly insulated the thermostat sensor may be taking an inaccurate reading. Make sure to keep doors closed so that the heater can heat the room. Also, ensure that the heater is plugged into an interior wall and is not below a window. Often, when a heater is below a window the cool air from the window is causing an inaccurate temperature reading.

Q: My home is not insulated very well, will this heater help me?

A: Yes, but keep in mind that rooms with little insulation will not retain the heat as efficiently and may result in your heater running longer or more often.

Q: Can I use the heater if I have vaulted or cathedral ceilings?

A: Yes, but it may take longer to heat the room initially. Once the room has reached the desired temperature it will cycle on and off accordingly.

Q: Can the heater be used in a bathroom?

A: It is not recommended due to the high level of moisture in a bathroom.

Q: Will I be able to use the heater in a basement or garage?

A: Yes, if the basement is finished with drywall and carpet. Otherwise we recommend you use our Heat Storm Outdoor Infrared Heaters for this heating need. For more information visit heatstorm.com

Q: Can I use more than one heater at a time?

A: Yes, make sure they are not on the same electrical circuit. Each heater and appliance should be on its own circuit.

Q: Can I use the heater on a job/construction site?

A: Our outdoor infrared heaters are recommended for non-insulated or outdoor environments. For more information visit heatstorm.com

Q: Can I move the heater around while it is operating?

A: It is not recommended to move any portable heater while it is operating. We recommend turning the heater to the off position and moving the heater once the fan has completely turned off.

Q: What is the life expectancy for the Quartz Elements?

A: Average element life is 20,000 hours. The Quartz Elements are replaceable by an authorized service dealer.

Q: What is Zone Heating?

A: Zone heating implies that there are multiple areas in any given home or business where climate is best controlled by heaters that generate and deliver heat in each area or zone AND regulate temperature in each area or zone with its own thermostat. Zone Heating is the opposite of central heating which generally relies on a single thermostat to determine climate control for other areas of the house or business. Central heating also requires ducting to deliver heat, which is very inefficient.

Q: Can I use the heater and another appliance at the same time?

A: Yes, as long as they are not on the same electrical circuit. Heat Storm Infrared Heaters are considered to be an appliance. You should not run more than one large appliance on a single circuit breaker. Your heater, freezer, refrigerator, microwave oven, washing machine, dryer, and other such appliances should not share a circuit breaker.

Q: Can I use an extension cord, surge protector, or power strip with my heater?

A: It is not recommended. Heat Storm heaters are designed to plug directly into a grounded 110 volt 15 amp or higher circuit receptacle (outlet). However, if you have to use an extension cord, the cord should be No. 14 AWG minimum size and rated not less than 1875 watts. The extension cord should be a 3 wire cord with a grounding type cord and plug connector.

Q: I don't have a grounded outlet; can I use a cord adapter or remove the grounding plug?

A: NO. If you don't have a grounded outlet, contact a licensed electrician in your area for advice. Removing or altering any part of the heater will void the warranty.

WARRANTY

The manufacturer warrants this product to be free from manufacturing and material defects for a period of three years from date of purchase, subject to the following conditions and limitations.

- Install and operate this Electric Heater in accordance with the installation and operating instructions furnished with the product at all times. Any unauthorized repair, alteration, willful abuse, accident, or misuse of the product shall nullify this warranty.
- This warranty is non-transferable, and is made to the original owner, provided that the purchase was made through an authorized supplier of the product.
- The warranty is limited to the repair or replacement of part(s) found to be defective in material or workmanship, provided that such part(s) have been subjected to normal conditions of use and service, after said defect is confirmed by the manufacturer's inspection.
- The manufacturer may, at its discretion, fully discharge all obligations with respect to this warranty by refunding the wholesale price of the defective part(s).
- Any installation, labor, construction, transportation, or other related costs/expenses arising from defective part(s), repair, replacement, or otherwise of same, will not be covered by this warranty, nor shall the manufacturer assume responsibility for same.
- The owner/user assumes all other risks, if any, including the risk of any direct, indirect or consequential loss or damage arising out of the use, or inability to use the product, except as provided by law.
- All other warranties – expressed or implied –with respect to the product, its components and accessories, or any obligations/liabilities on the part of the manufacturer are hereby expressly excluded.
- The manufacturer neither assumes, nor authorizes any third party to assume on its behalf, any other liabilities with respect to the sale of the product.
- The warranties as outlined within this document do not apply to non accessories used in conjunction with the installation of this product.
- This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

This warranty is void if:

- The heater is subjected to prolonged periods of dampness or condensation.
- Any unauthorized alteration, willful abuse, accident, or misuse of the product.
- You do not have the original receipt of purchase.

IF WARRANTY SERVICE IS NEEDED

Contact the manufacturer by calling our customer service department.

Make sure you have your warranty, your sales receipt, date and location of purchase and the model/serial number of your product.

CUSTOMER SERVICE

Repairs must be carried out by authorized specialists to ensure electrical safety. Please contact the service agent or a suitably qualified electrician.

Improper repairs could lead to danger. The warranty does not cover damage or failure that results from alteration, accident, misuse, abuse, neglect or improper maintenance.

Due to ongoing product development we reserve the right to change the product specifications and documentation without notice.

For more information: ENERGYWISE SOLUTIONS
PO BOX 4681
LOGAN, UT 84323
877 891 7333
heatstorm.com

PLEASE RECYCLE
Electric Products should not be disposed of with household waste.
Check with your local authority or retailer for recycling advice.



Service Questions: Contact Heat Storm at 877-891-7333.

Sales Questions: Contact Sylvane at 1-800-934-9194 or visit sylvane.com.



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