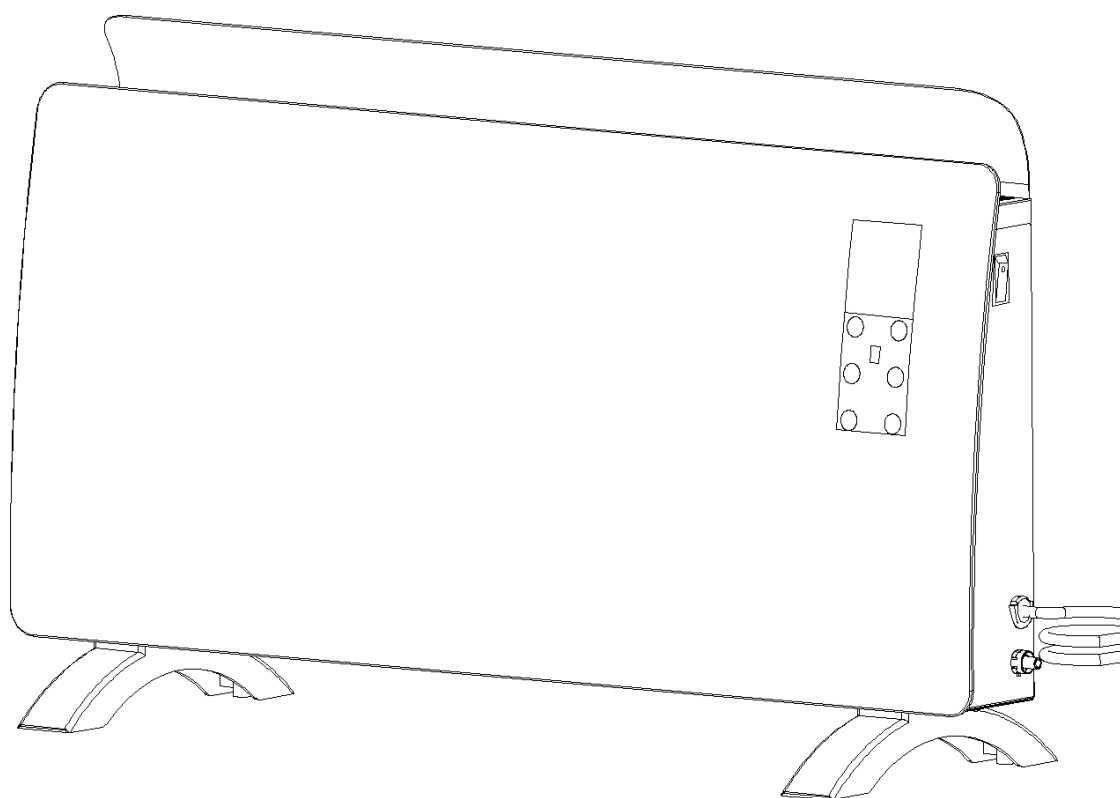




User manual



PORTABLE PANEL HEATER

ECGH20WW ECGH20WB

Thank you for choosing electriQ
Please read the manual before using this heater
and keep it safe for future reference.
Visit our page, www.electriQ.co.uk, for our entire product range.

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We hope you're happy with your new purchase.

We'd love to see how you're getting on.

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Get in touch with our friendly customer service team.



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support@electriQ.co.uk

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**Unit 2A, Trident Business Park, Neptune Way,
Leeds Road, Huddersfield, HD2 1UA**

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SAFETY INSTRUCTIONS

IMPORTANT

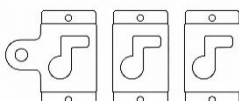
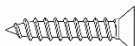
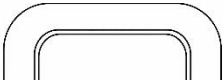
- Carefully read the instructions before operating the unit
- This appliance is for indoor use only.
- Rating: This unit must be only connected to a 220-240 V / 50 Hz earthed outlet.
- Installation must be in accordance with the regulations of the country where the unit is used.
- All national regulations concerning the discharge of air must be fulfilled.
- If you have any doubt about the suitability of your electrical supply, have it checked and, if necessary, modified by a qualified electrician.
- This heater has been tested and is safe to use. However, as with any electrical appliance - use it with care.
- Joists, beams and rafters shall not be cut or notched to install the appliance.
- Disconnect the power from the unit before dismantling, assembling or cleaning.
- Avoid touching any moving parts within the appliance.
- Never insert fingers, pencils or any other objects through the guard.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position. They have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- Children should be supervised to ensure that they do not play with the appliance.
- **CAUTION:** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- Do not clean the unit by spraying it or immersing it in water.
- Never connect the unit to an electrical outlet using an extension cord. If an outlet is not available, a qualified electrician should install one.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Ensure the power cord is not stretched, exposed to sharp objects or edges, or routed under the unit.
- Do not use this heater in the immediate vicinity of a bath, shower, or swimming pool.
- do not use this heater if it has been dropped.
- do not use it if there are visible signs of damage to the heater.
- Always ensure the heater is used on a flat-level surface.
- An authorised service representative should perform any service other than regular cleaning. Failure to comply could result in a voided warranty.
- Never use the plug as a switch to start and turn off the heater. Use the provided power switch on the rear of the unit.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.
- **WARNING:** In order to avoid overheating, do not cover the heater. Do not cover the air inlet or outlet or place items close to the unit, which may restrict airflow, as this may present a heater risk.
- The heater must not be located immediately below a socket outlet.

- Always ensure the unit is secure before operation. Do not use it on unstable or uneven surfaces, and if it is wall-mounted, it must be securely attached to a suitable wall.
- Do not move or tilt the unit.
- Avoid keeping the unit in direct sunlight for a long period of time.
- The heater is designed to be used at temperatures above -20°C. If it is exposed to temperatures below this, it must be allowed to warm above this level before operation.
- Do not attempt to repair, disassemble or modify the appliance. This unit contains no user-serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any object to enter the ventilation or exhaust opening, as this may cause electric shock, heater, or damage to the heater.
- Do not use the appliance for anything other than its intended use. It is designed for domestic indoor use only.
- **WARNING:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own unless constant supervision is provided.
- **WARNING:** To reduce the risk of the heater, keep textiles, curtains, or any other flammable material at least 1 m from the air outlet.
- There may be a trace of odour during the first few minutes of initial use or after a period of storage. This is normal and will quickly disappear.
- This appliance has hot and arcing or sparking parts inside. Please do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is not intended for use in bathrooms, laundry areas, or similar humid locations. Never place it where it may fall into a bathtub or otherwise become exposed to water.
- If the unit is wall-mounted, it must be installed in accordance with current regulations for the area where it is installed. If unsure, professional advice should be sought.
- **WARNING:** To reduce the risk of heater or electrical shock, DO NOT use this appliance with any solid-state Speed Control Device or any variable speed controllers.
- **Always ensure the heater is turned off before leaving it unattended.**

ENERGY SAVING AND UNIT SAFETY PROTECTION TIP

- Do not cover or restrict the airflow. Please do not use it in a dusty environment.
- For safety and maximum performance, when used as a portable unit, the minimum distance from a wall or objects should be 50cm.

PARTS

PART	IMAGE	QTY	PART	IMAGE	QTY
Wall Bracket		3	ST4*12mm		10
Wall Plug $\varnothing 7 \times 35$ mm		4	Handle		1
ST4*35mm		4			

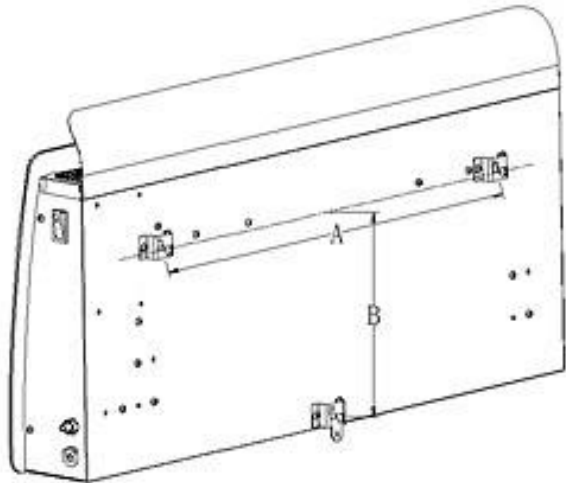
ATTACHING THE FEET

1. Rest the heater upside down on a soft cotton cloth or carpet.
2. Fix the feet to the base of the heater using four ST4*12 screws on each foot assembly.
3. Line up the holes in the base with the holes in the feet, put the screws through the holes and tighten with a screwdriver.

NOTE: This product must not be used on the floor without the feet being firmly attached.

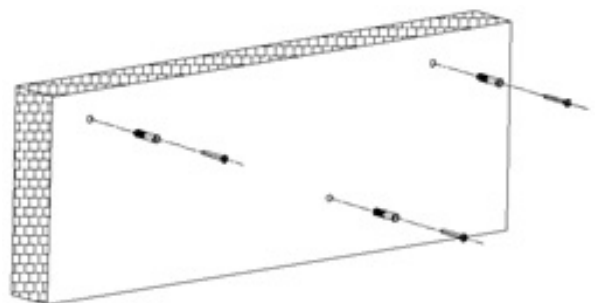
WALL MOUNTING INSTALLATION

IMPORTANT: There must be a clearance of 40cm from the base of the heater to the floor.

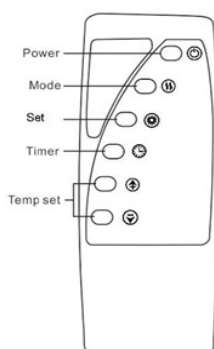


1. Keep the feet safe in case you would like to use this as a portable heater later.
2. Measure the distance between both mounting holes and points A and B on the back of the appliance.
3. Mark these points onto your wall, then drill 3 holes with a diameter of 7mm and a depth of 35mm. Insert the screws.

4. Attach the three brackets to the back of the heater using six ST4*12 screws. The raised part of the bracket will be attached to the wall.
5. Hang the brackets onto the screws you have inserted into the wall and move the heater until the screws click into place and are secure in the bracket.

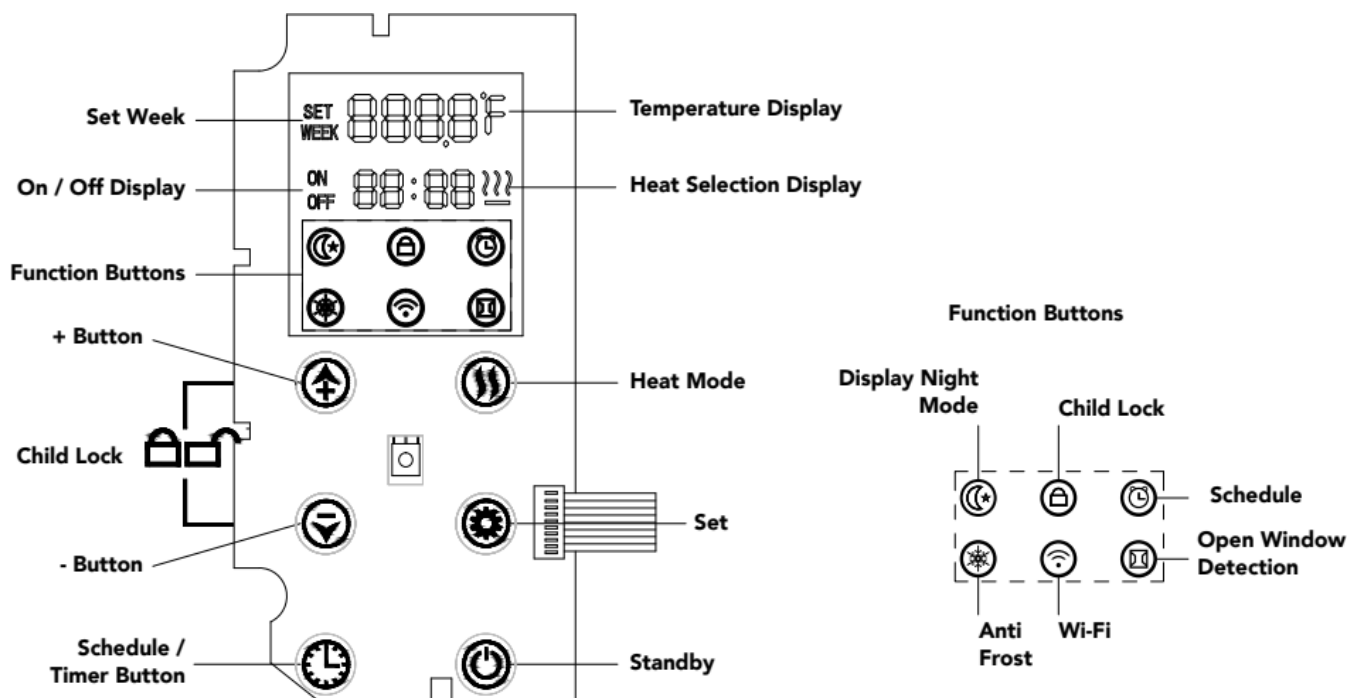


REMOTE



The remote functions the same as the control panel. It requires two AAA batteries, which are not included.

OPERATION



NOTE: There may be an odour on first use; this will dissipate with use. You will also need to set the date and time on first use.

FUNCTION	IMAGE	DESCRIPTION
Power		Flick the switch to I to turn the unit on standby and O to turn the unit off.
Standby		Press once to turn the unit on; the display will light up. Press once to revert to standby.
Temperature Selection		Once the unit is on, set the desired temperature, using the increase and decrease buttons to move it in 1°C increments, from 10 to 40°C.
Mode		Repeatedly press to cycle between high and low heating modes. This will not affect the temperature you set. However, it will change the power used, so reaching the temperature will take longer or shorter times.
Timer		First, select your desired settings, then press the timer button and the countdown icon. '00:00' will flash. Repeatedly press the timer button to change the timer from 1 hour to 24 hours. After 10 seconds of inactivity, the timer will be set.

Settings		Repeatedly press the set button to cycle through the settings: night mode, child lock, weekly schedule, anti-frost, Wi-Fi and open window detection.
Night Mode		The display panel brightness is reduced by 50%. Repeatedly press the set button until the night mode icon lights up. Press the increase and then the mode buttons to confirm the setting. To turn it off, press 'set' until the icon is highlighted, then press the decrease and mode buttons to confirm.
Child Lock		This will lock the entire control panel. Press the set button until the child lock icon lights up. Press the increase button and then the mode to confirm the setting. To deactivate the child lock function, press and hold both the increase and decrease buttons simultaneously until the icon light turns off.
Setting the day and time		On first use, set the day and time by holding the set button for 3 seconds. Use the increase and decrease buttons to set the day of the week, then hold the set button again for 3 seconds to set the hour and minute. Change the hour using the increase and decrease buttons, hold the set button to confirm, and then repeat to set the minutes. Hold the mode button for 3 seconds to confirm.
Weekly Schedule		Repeatedly press the set button until the schedule icon lights up. Press the increase button and then the mode to confirm. To set up your schedule, press set again, using the increase and decrease buttons to select a day of the week, and the days of the week run from Sunday =1 to Saturday =7. Then press the set button to set the hour. '00' and on/off will light up. Use the increase and decrease buttons to select the hour and whether that hour will turn the unit on or off. Repeat to set the minute. Once complete, hold the mode button for 10 seconds. The schedule will remain active unless power is disconnected or the schedule is deactivated. To turn it off, press 'set' until the icon is highlighted, then press the decrease button and mode to confirm.
Anti-Frost		The heater will operate only to keep the temperature between 5 and 9°C to prevent anything from freezing. Repeatedly press the set button until the anti-frost icon lights up, then press the increase and mode buttons to confirm. To turn it off, press 'set' until the icon is highlighted, then press the decrease button and mode to confirm.
Wi-Fi		Press the set button repeatedly until the Wi-Fi icon lights up, then press the increase button to confirm. The icon will then quickly flash to show it is in connectivity mode. To turn it off, press 'set' until the icon is highlighted, then press the decrease button and mode to confirm.
Open Window Detection		If the room temperature drops by 5°C or more in the space of 10 minutes, the heater will detect that a window is possibly open and enter standby mode to prevent the unnecessary use of energy. Repeatedly press the set button until the open window detection icon lights up, then press the increase and mode buttons to confirm. To turn it off, press 'set' until the icon is highlighted, then press the decrease button and mode to confirm.

SETTING UP THE WIFI APP

This is designed as a general guide to the setup. There may be differences in the interface and features available due to product development and features of the model.

BEFORE YOU START

- Ensure your router provides a standard 2.4 GHz connection.
- If your router is dual-band, ensure that both networks have different network names (SSID). Your router's provider or Internet service provider can provide advice specific to your router.
- Place the device as close as possible to the router during setup.
- Once the app has been installed on your phone, turn off the data connection and ensure your phone is connected to your router via Wi-Fi.

DOWNLOAD THE APP TO YOUR PHONE

You can download the "TUYA SMART" app from your chosen app store by using the QR codes below or searching for the app in your chosen store.



Android



iOS

MODES AVAILABLE FOR SETUP

The heater has two different setup modes, Quick Connection and AP (Access Point). The quick connection is a quick and simple way to set the unit up. The AP connection uses a direct local WiFi connection between your phone and the heater to upload the network details.

When first turned on using the switch on the rear of the unit, the WiFi will be turned off. To turn on the WiFi, press and hold the UP button for 3 seconds. The WiFi symbol will flash quickly to indicate the unit is in quick connection mode. Please ensure your device is in the correct WiFi connection mode for the connection type you are attempting, the flashing WiFi indicator on your heater will indicate this.

CONNECTION

After plugging in, the WiFi icon  flashes and automatically enters the distribution network state. After the distribution network is successfully connected. The WiFi indicator light remains on. Press and hold the on/off button  for 3 seconds to reset WiFi and reconfigure the network.

TURNING THE WIFI OFF

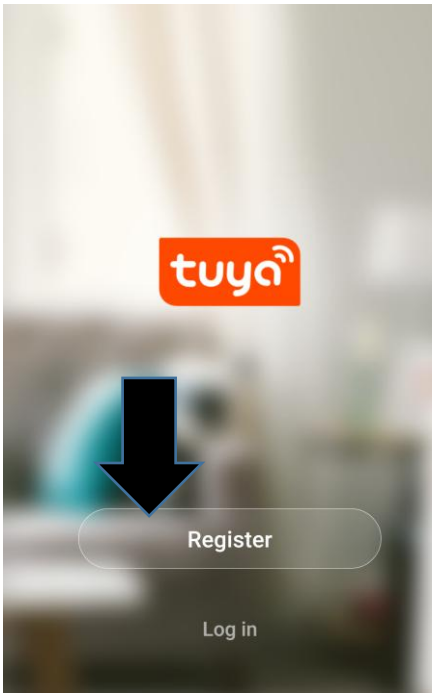
To turn the WiFi off, the appliance must be turned off using the switch on the rear. When the unit is turned back on it will start with the WiFi turned off, until reactivated following the steps above.

APP CONNECTION

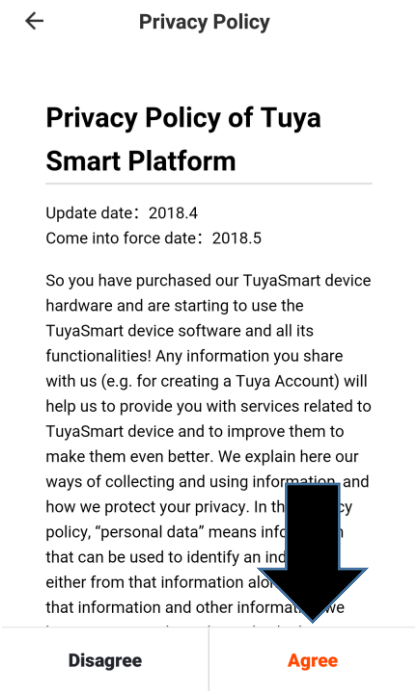
NOTE: Due to continuous product improvement, some images may differ from the current app. You can download it from the Apple or Google Play Store.

REGISTER THE APP

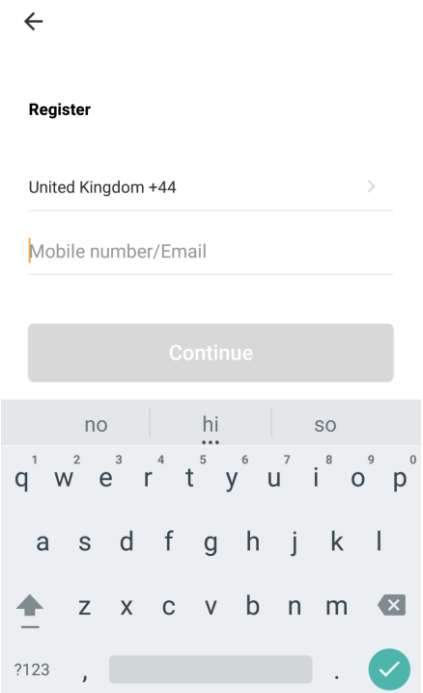
1. Press on the register button at the bottom of the screen.



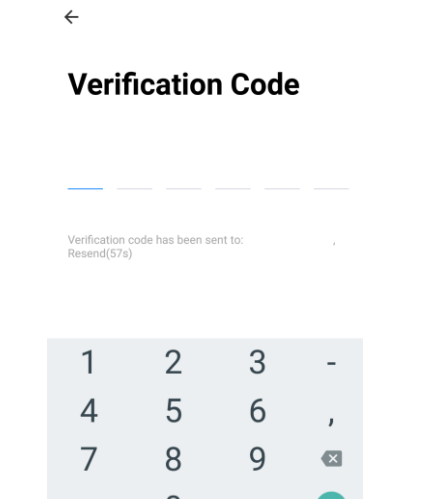
2. Read the Privacy policy and press the Agree Button.



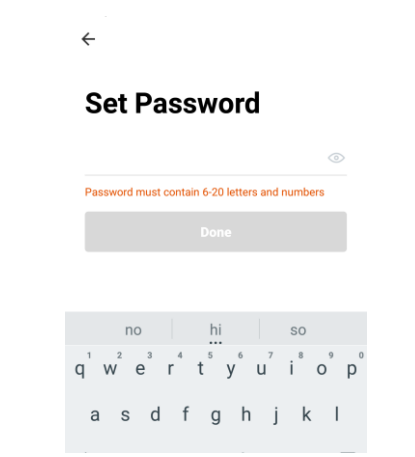
3. Enter your email address or phone number and press continue to register.



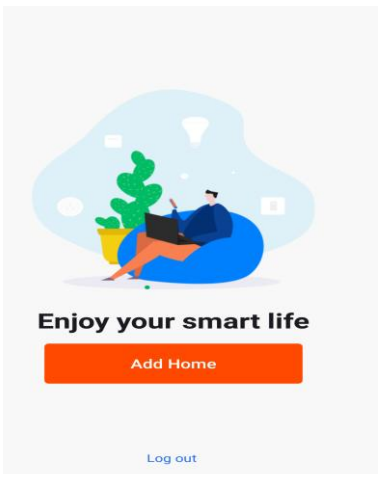
4. A verification code will be sent by the method selected in step 3. Enter the code into the app.



5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.



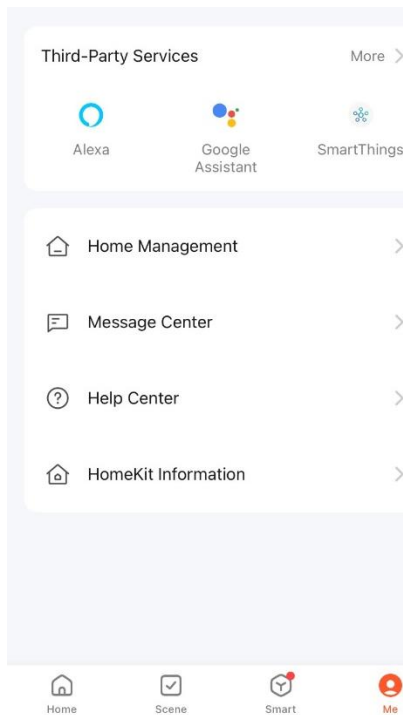
6. The app is now registered. It will automatically log you in following registration.



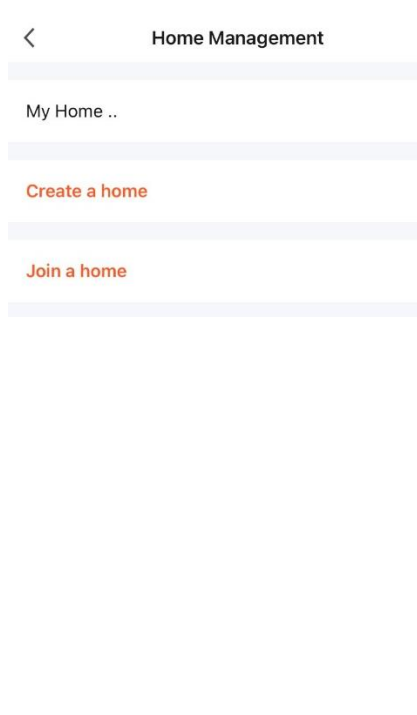
SETTING UP YOUR HOME WITHIN THE APP

The app allows you to have multiple homes, rooms, and devices, so you will need to set up at least one to get started.

1. Select 'Me' at the bottom of the screen, then 'Home Management'.



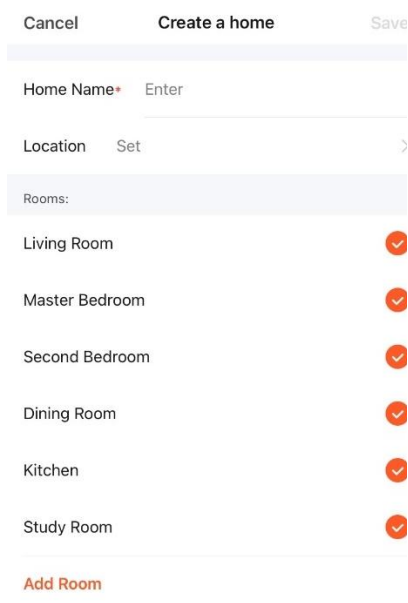
2. Create and name your home, join a home or use the home you have set up already.



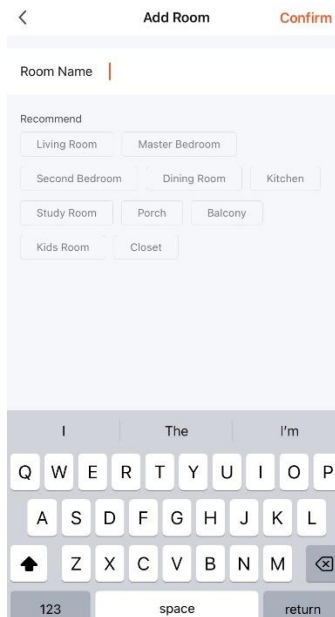
3. Select a location to either allow the app to pinpoint your location via GPS in your phone settings or type/ drop the pin on the map.



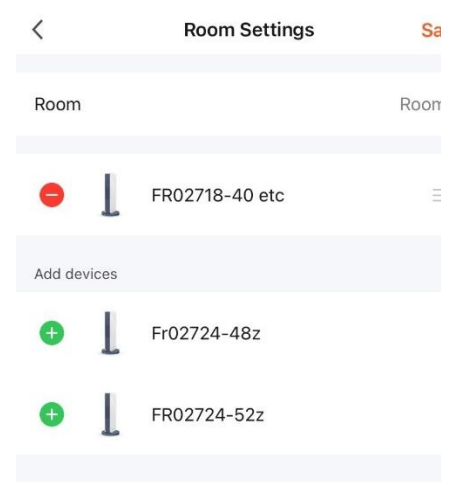
4. Select your rooms. Untick any rooms that you do not need. Click and add a room if you require more.



5. Add another room and type in the name or select an option. Then select confirm.



6. Select the room your unit is in. Then click on the green cross to add the device to that room, then save.



CONNECTING TO THE UNIT

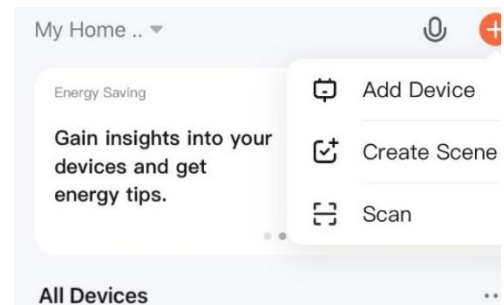
1. Turn the heater on using the power button.



2. Press the settings button repeatedly until the Wi-Fi icon is selected. Press the up button to turn the Wi-Fi on, or the down button to turn it off



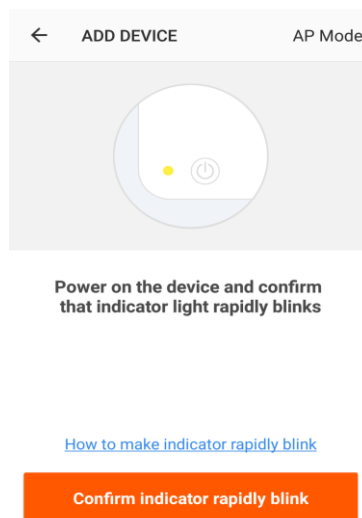
3. On the app, select the 'Add' button in the top corner. Then, select 'Add Device'.



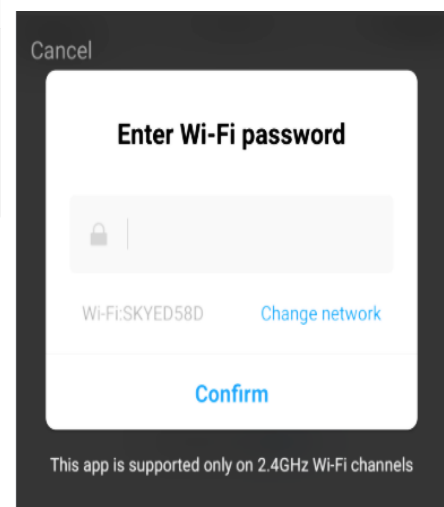
4. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Small Home Appliances' and then electric heaters.



5. Confirm the indicator is blinking on the app (if it is, return to step 1 if not).



6. Enter the Wi-Fi password and then wait for the transfer of the settings to be completed.



CONTROLLING YOUR APPLIANCE THROUGH THE APP

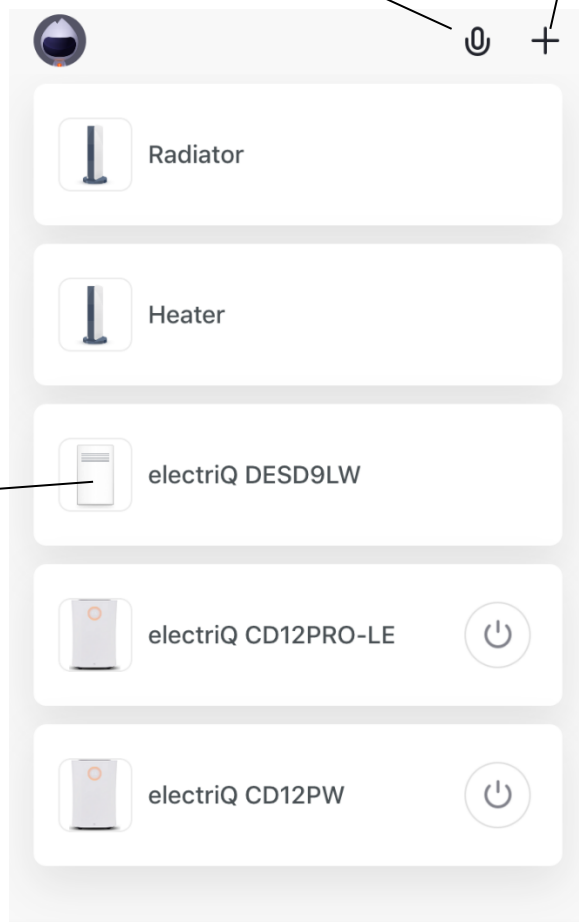
THE HOME SCREEN

Each device has its own entry on the home screen, which allows the user to quickly turn the unit on or off or to enter the device screen to make other changes.

Voice Control: Press to give verbal instructions for operation.

Add Device: Add a device to the app, and go through the setup process.

Name of Heater: Press to enter the Device Screen.



Home: Return to home screen from the Smart Scene and Profile screens.

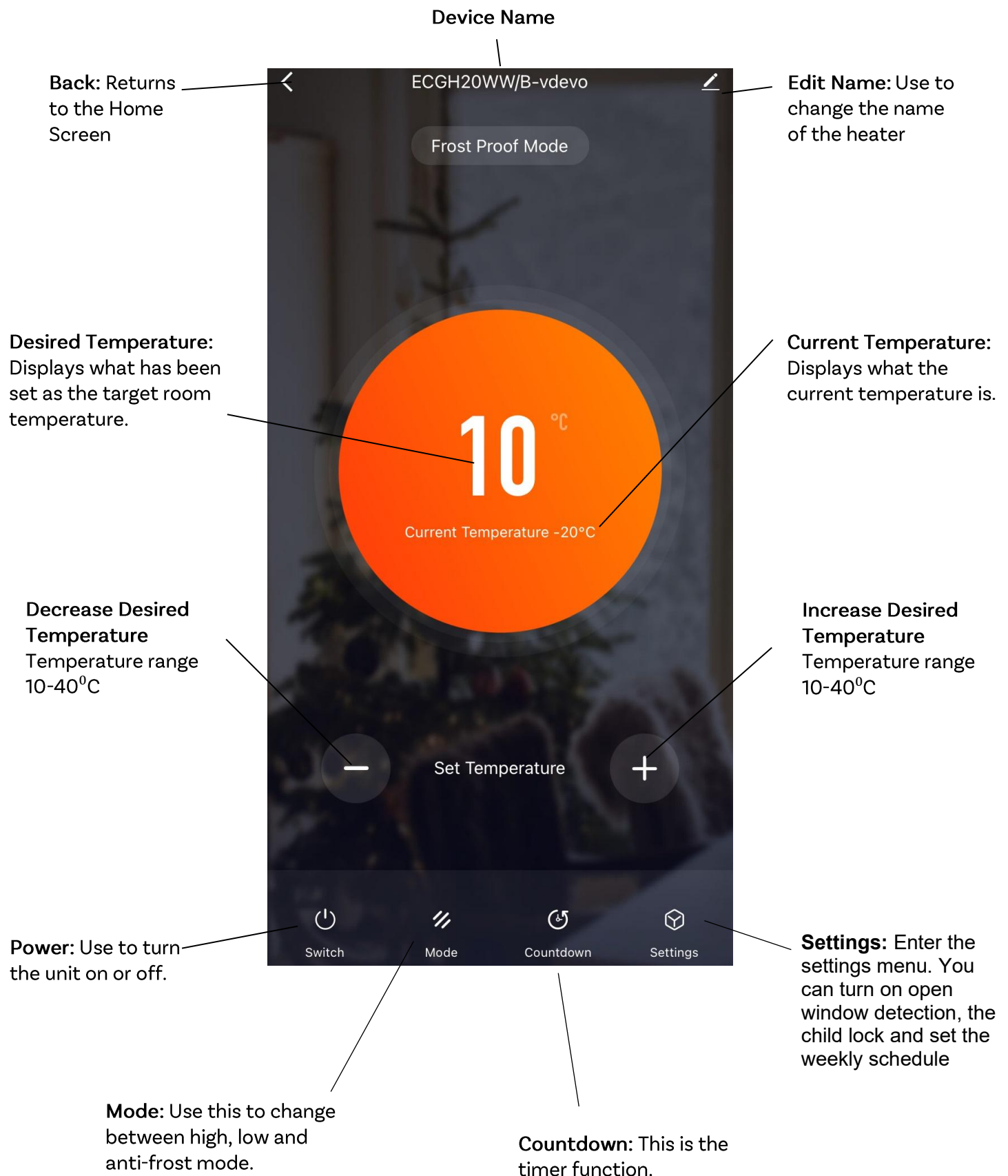
Smart Scene: Allows you to program intelligent behaviour based on the internal and external environment.

Profile: Provides the option for changing settings.

DEVICE SCREEN

The device screen is the main control screen for the heater, providing access to the controls to amend the functions and settings.

NOTE: The app's layout and available features may change due to continuous development



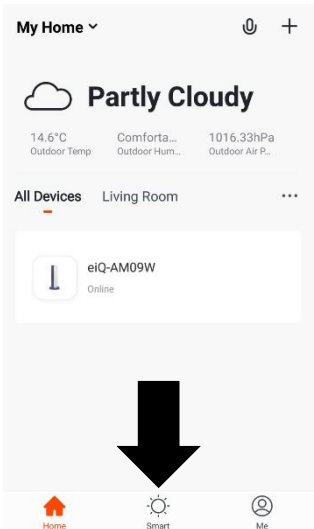
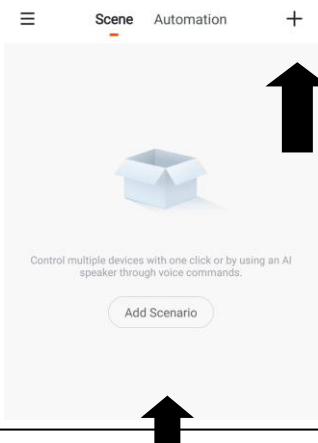
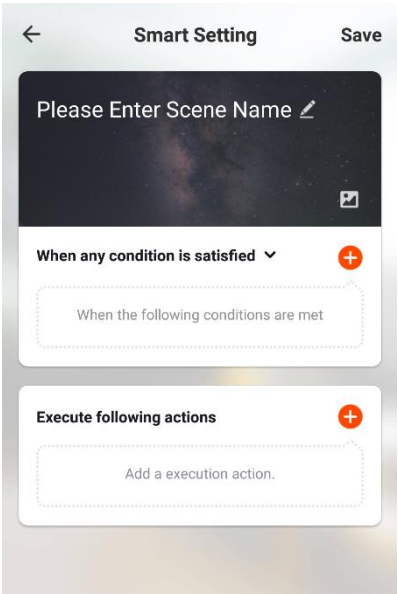
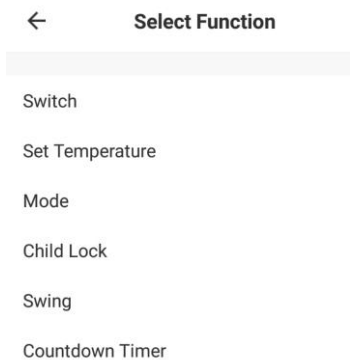
SMART SCENES

Smart Scenes is a powerful tool that allows the user to customise the operation of the air heater based on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories: Scene and Automation.

SCENE

Scene allows for the addition of a one-touch button to the Home Screen. The button can be used to change several settings in one go and can change all the settings within the unit. A number of scenes can easily be set up, allowing the user to easily change between a number of pre-set configurations.

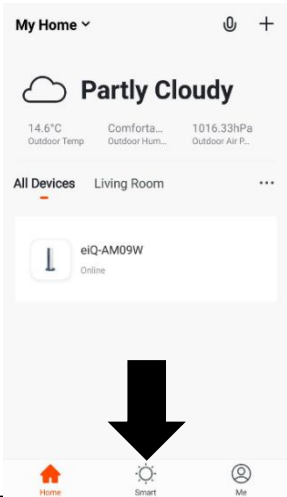
Below is an example of how to set up a scene:

1. Press on the Smart tab at the bottom of the Home screen. 	2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene. 
	3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene. Show on Dashboard: Leave this on if you require the scene to be displayed as a button on the Home Screen Press the Red Plus to add the action required. Then select the heater from the list of devices. 4. Choose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen. 
5. Once all the functions required have been added, press the Save button in the top right corner to finalize and save your new Scene. It will then be saved to the home screen.	

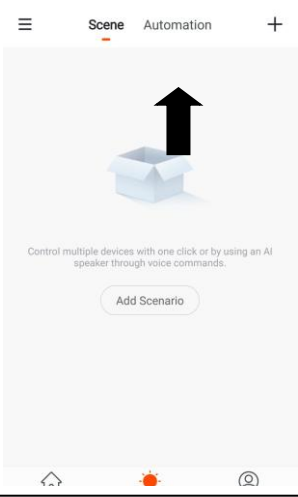
AUTOMATION

Automation allows an automatic action to be set up for the device. This can be triggered by the Time and a range of other influences, depending on what other TUYA-enabled devices you have on the network.

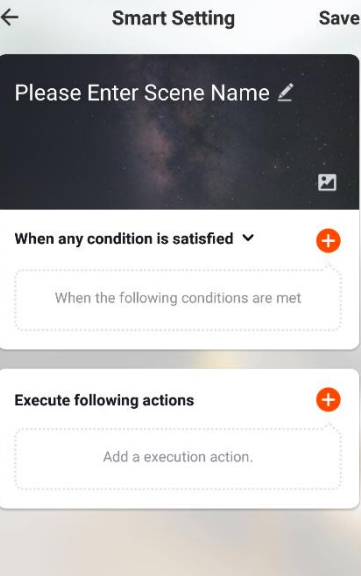
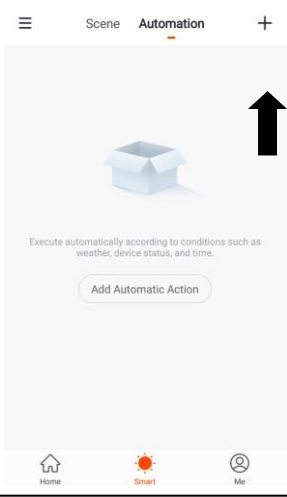
1. Press on the Scene tab at the bottom of the Home screen.



2. Press on the Automation tab at the top of the screen.



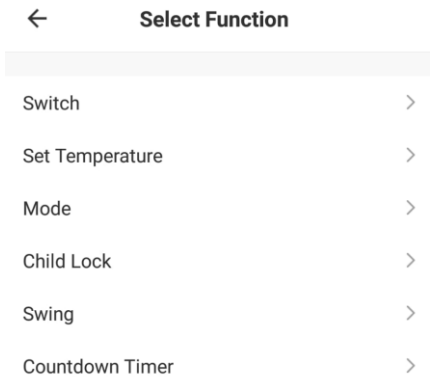
3. Press on the + at the top of the screen or press on Add Automatic Action.



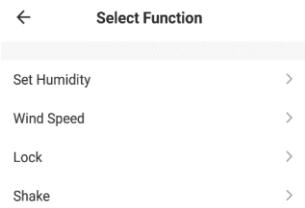
4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start.

Press the Pen next to “Please Enter Scene Name” to input the name for your Scene
Press the Red Plus next to “When any condition is satisfied” to add the trigger
Press the Red Plus next to “Execute following actions” to add the action required. Then select the heater from the list of devices.

5. Select the condition when the automation should start. A number of triggers can be combined.



6. Chose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen.



7. Once all the functions required have been added, press the Save button in the top right corner to finalize and save your new scene. The automation is now set up; it can be turned on and off using the toggle on the home page.



PROFILE TAB

The profile tab gives you the option to edit both your detail, and use the added features of the unit.

HOME MANAGEMENT

Home Management provides options for managing your TUYA account, giving options such as adding a home, adding and removing rooms, and sharing devices with family.

MESSAGE CENTRE

View notifications from devices if alarms are set up (dependent on the device).

HELP CENTRE

Provides assistance using the features provided within the app.

MORE SERVICES

This allows the unit to be integrated with your favourite home automation hardware, such as Google Home and the Amazon Echo.



Click here to set ni... >



Home Management >



Message Center >



Help Center >



More Services >



Settings >



Home



Smart



Me

CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and is in the correct WiFi connection mode; if not, please refer to the CHANGING BETWEEN CONNECTION MODES section.
2. Ensure the WiFi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the WiFi you are connecting the device to.
4. Ensure the network you are connecting it to is 2.4 GHz (5 GHz WiFi networks are not supported) and that there is a strong WiFi signal to the item.
5. If your router is dual band, ensure that the 2.4ghz network has a different network name (SSID). Further advice on changing router settings will be available from your Internet service provider / Router manufacturer.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES
7. Try using the alternative connection method. i.e. If connection is failing when attempting to connect through CF mode, try AP mode.

CLEANING AND STORAGE

ATTENTION: Please shut off the unit and unplug from the mains before cleaning or performing any maintenance.

CLEANING THE SURFACE

- Clean the heater with a duster or a soft wet cloth.
Please do not use chemical solvents (such as benzene, alcohol or gasoline) as they may cause irreversible damage. Make sure no water enters the control panel or gaps in the casing.
- Do not run the unit until completely dry.
- Place the heater in its original box or cover to protect it from dust when not in use.
- Store it in a cool, dry place.

TECHNICAL SPECIFICATIONS

Model	ECGH20WW ECGH20WB
Voltage	220-240V~
Frequency	50-60Hz
Power	1800-2000W
IP Waterproof	IP24
Recommend heating area	≤ 15m ²

TROUBLESHOOTING

Do not repair or disassemble the unit yourself. Unauthorised repair attempts will invalidate the warranty and may cause bodily harm.

Issue	Possible Reason	Solution
No power	1. The appliance is not connected to power, or the plug is loose. 2. There is a power failure or the circuit breaker has tripped. 3. The fuse in the plug has blown.	1. Ensure the appliance is properly connected and the plug is securely inserted. 2. Check for any power outage and reset the circuit breaker if necessary. 3. Replace the fuse in the plug with a BS1362 10A fuse.
Odour emission from the unit	1. New unit – a slight odour may occur when first used as the fan motor and internal components heat up.	1. This is normal and will dissipate after several uses. No action required. However, if a strong or persistent burning smell occurs, switch off the appliance, stop using it, and contact our service centre.
Strong vibrations and noise	1. The unit is placed on an uneven surface, causing vibration noise during operation. 2. The unit produces unusual noises such as creaking or ticking, which may indicate internal damage.	1. Place the unit on a stable, flat surface. An anti-vibration mat may be used to reduce noise. 2. Disconnect the unit immediately and stop using it. Contact the service centre immediately.

www.electriQ.co.uk/support

For your convenience, please make these simple checks before calling the service line.
If the unit still fails to operate, call 0330 390 3061 or complete the online form.

Office hours: 9 AM - 5 PM, Monday to Friday

www.electriQ.co.uk
Unit 2A, Trident Business Park,
Neptune Way, Huddersfield,
HD2 1UA



Disposal: Do not dispose of this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary. Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please get in touch with the local council for details of your local household waste recycling centres.

PSTI STATEMENT OF COMPLIANCE

Description: Panel Heater

Model Number: ECGH20WW, ECGH20WB

Manufacturer: electriQ, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA PSTI

Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that this product is compliant with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Duration of security updates: 31/12/2029. This date is correct at the time of printing, but we may be extended. Please visit www.electriQ.co.uk for the latest information and details of our PSTI compliance.



Richard Leach

Compliance and Quality Manager, Buy It Direct, Huddersfield

4th November 2025

EU DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/EU/ECGH20WW.pdf>

<https://www.electriq.co.uk/content/DOC/EU/ECGH20WB.pdf>

UK DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Radio Equipment Regulations 2017. The full text of the UK declaration of conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/UK/ECGH20WW.pdf>

<https://www.electriq.co.uk/content/DOC/UK/ECGH20WB.pdf>

PRODUCT FICHE

Model Identifier: ECGH20WW, ECGH20WB					
Item	Symbol	Value	Unit	Item	Unit
Heat Output				Type of heat output/room temperature control (select one)	
Nominal heat output	P_{nom}	2.0	kW	single stage heat output and no room temperature control	No
Minimal heat output (indicative)	P_{min}	1.0	kW	Two or more manual stages, no room temperature control	No
Maximum continuous heat output	$P_{max,c}$	2.0	kW	with mechanic thermostat room temperature control	No
Power Consumption				with electronic room temperature control	No
In off mode	P_0	NA	W	electronic room temperature control plus day timer	No
In standby mode	P_{sm}	0.99	W	electronic room temperature control plus week timer	Yes
In idle mode	P_{idle}	NA	W	Other control options (multiple selections possible)	
In network standby	P_{nsm}	0.99	W	room temperature control, with presence detection	No
Standby mode with display of information or status			Yes	room temperature control, with open window detection	Yes
Seasonal space heating energy efficiency in active mode	$\eta_{s,on}$	95	%	distance control option	Yes
				adaptive start control	No
				working time limitation	Yes
				black bulb sensor	No
				self-learning functionality	No
				Control accuracy	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Huddersfield, HD2 1UA The Black Church St Marys Place, Dublin 7.				