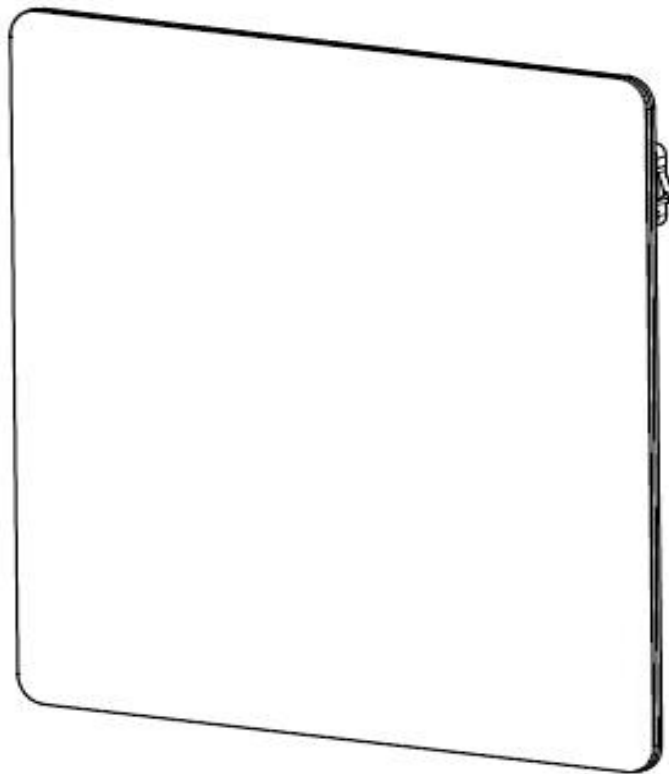# electriQ

User manual

Panel Far Infrared Smart App Controlled Carbon Heater
EPPH425WIR
EPPH550WIR

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.

Welcome to electriQ

We hope you're happy with your new purchase.

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

If you share any snaps on your socials,
make sure you tag us and use our hashtag.

@electriQUK
#electriQUK

We're here to help

Got a question or need help?

Get in touch with our friendly customer service team.

0330 390 3061
support@electriQ.co.uk
Mon - Fri | 9am to 5pm

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

CONTENTS

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 or ventilation openings.
- **WARNING**: The heater must not be used if the panels are damaged.
- 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 and 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 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 surroundings of a bath, shower, or swimming pool.
- The heater is not designed to be used in a bathroom or any wet area.
- Install the heater in a place where switches and sockets are not accessible by persons in a shower, bath, or pool.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Always ensure the heater is used on a flat-level surface or mount as per the instructions.
- 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 fire 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; 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 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, fire, 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:** To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 m from the air outlet.
- **WARNING:** To reduce the fire risk, 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 storage period. 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 become water-exposed.
- 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 fire or electrical shock, DO NOT use this appliance with any solid-state Speed Control Device or any variable speed controllers.

ENERGY SAVING AND UNIT SAFETY PROTECTION TIP

- Do not cover or restrict the airflow. 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

- 1x 8mm drill bit.
- 4x rail fittings
- 4x screws
- 4x caps for screws

Tools Required:

- Drill.
- Pencil.
- Spirit Level.
- Screwdriver.
- Measuring Tape.
- Glue.

WALL MOUNTING INSTRUCTIONS

NOTE: This heater is designed to be mounted vertically on a suitable wall. The fittings provided are for a solid masonry wall; you must purchase separate fittings if your wall differs. We highly recommend having the panel installed by a qualified electrician or installer. The distance from the heater to the floor must be at least 20 cm.

1. Using the heater as a reference, mark your drill points on the wall and check that they are level with a spirit level.

2. Drill the holes and insert the four rail fittings.
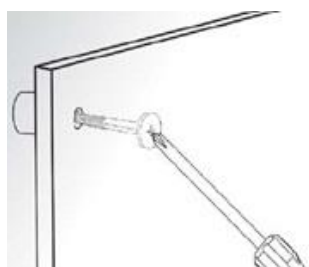
3. Position the heater onto the rails, then secure each rail to the heater with a screw.

4. Using a little glue, attach the caps over the screw heads.
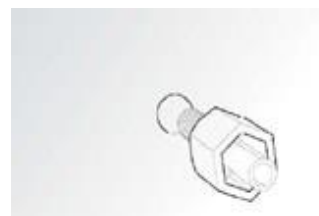
5. To remove the heater from the wall, carefully pry off the screw caps, then follow these instructions in reverse.
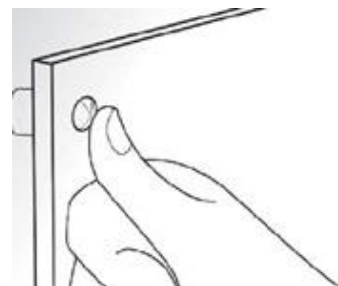
RF EXPOSURE GUIDELINES

IMPORTANT! To meet RF (Radiofrequency) exposure requirements:

1. A minimum separation distance of 20 cm must be maintained between the device and individuals during operation.
2. Operating the device closer than this distance is not recommended.
3. The antenna used for this transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

OPERATION

The operation is solely controlled via the Tuya app. A raised box with a power switch and a Wi-Fi button is on the back of the unit.

- Flick the switch to the I symbol to turn the unit on and to 0 to turn it off.
- The default temperature is 37℃. The unit works based on the room's current temperature, meaning if the room was 37℃ and you left the heater on the default target temperature, the unit wouldn't heat. It would remain on standby until the room temperature dropped below this.
- Hold the Wi-Fi button for 5 seconds to turn it on. It will flash three times per second for quick connection mode; hold again for 5 seconds to switch to access point mode, and the button will flash once per second.

CONNECTING THE HEATER TO WIFI

DOWNLOAD THE APP TO YOUR PHONE
You can download the" TUYA SMART" app from your chosen app store using the QR codes below or by searching for the app in your chosen store.

| **Android** | **IOS** |

MODES AVAILABLE FOR SETUP
The heater has two setup modes: Quick Connection and AP (Access Point). The quick connection is a quick and straightforward 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.
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 Type	Frequency of Flashes
Quick Connection	Flashes three times per second
AP (Access Point)	Flashes once per second

APP CONNECTION

NOTE: Some images may differ from the current app due to continuous product improvement. You can download it from the Apple or Google Play Store.
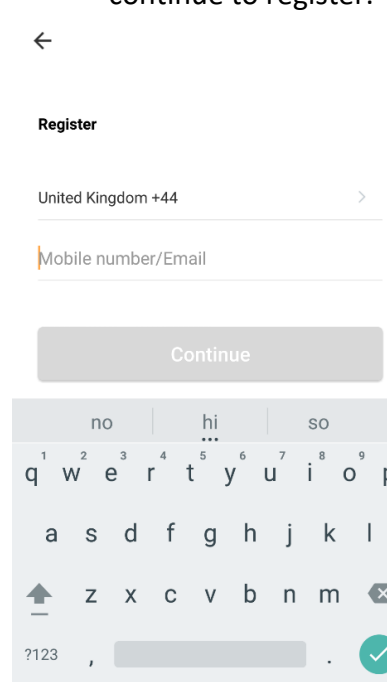
1. Press the register button at the bottom of the screen.
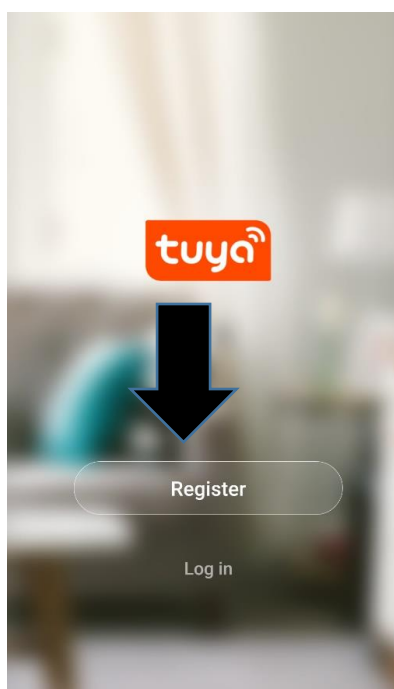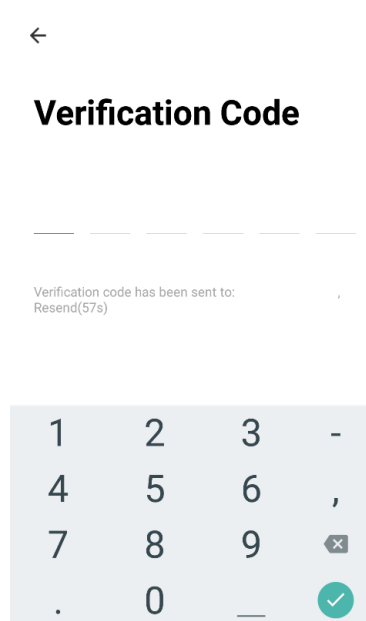
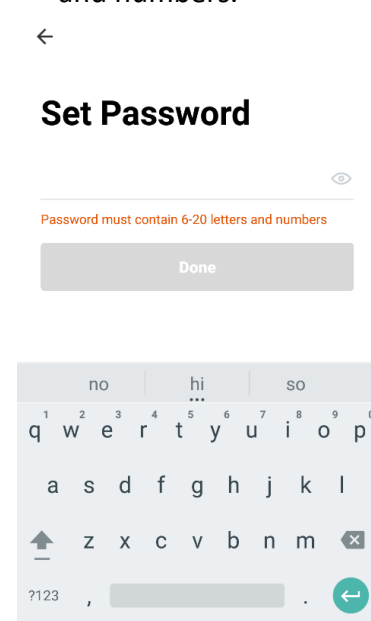2. Read the Privacy policy and press the Agree Button.
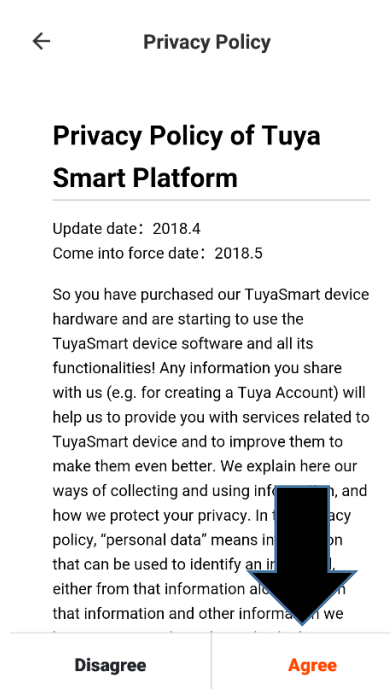
3. Enter your email address or phone number and press continue to register.
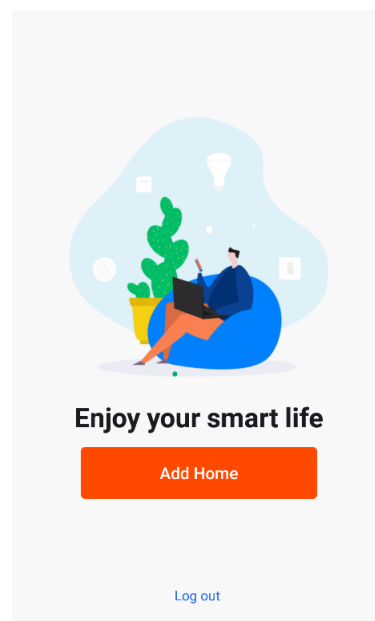
4. A verification code will be sent using the method selected in step 3. Enter the code into the app.

5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.
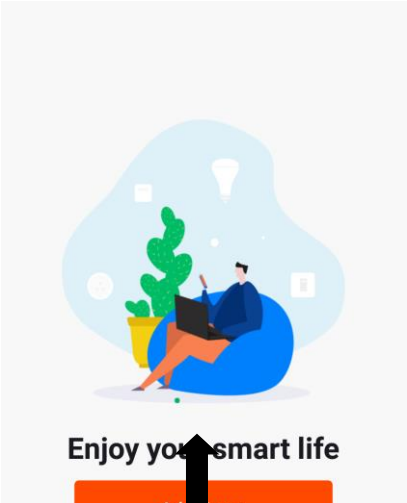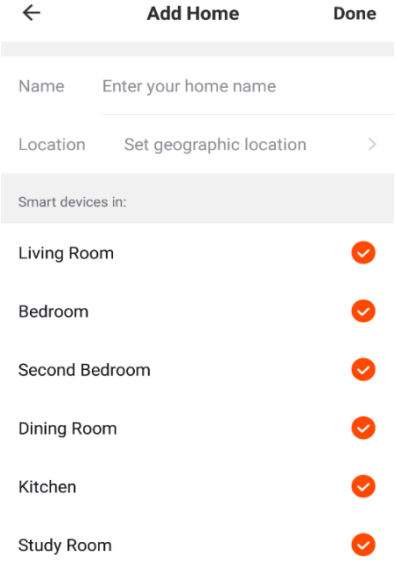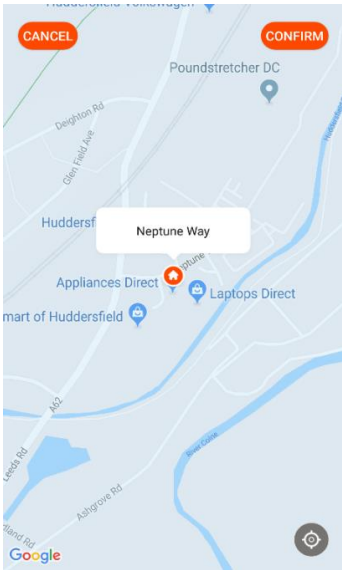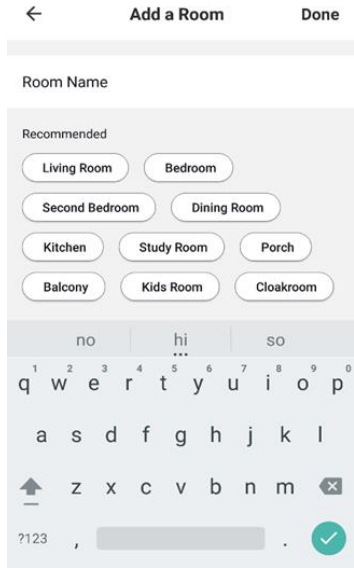
6. The app is now registered. It will automatically log you in following registration.
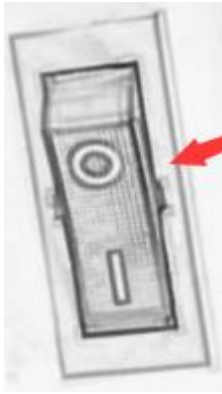
SETTING UP YOUR HOME WITHIN THE APP

TUYA is designed so it can work with a large number of compatible smart devices within your home. It can also be set up to work with multiple devices within different houses as such during the setup process, the app requires that different areas are created and named to allow easy management of all your devices. When new devices are added, they are assigned to one of the rooms you have created.

CREATING ROOMS

1. Press on the ADD HOME button. Enjoy your smart life	2. Type in a name for your home, 3. Press on the location button to select the location of your home. (See SETTING YOUR LOCATION below) 4. New rooms can be added by pressing the ADD ANOTHER ROOM option at the bottom. (See ADD ANOTHER ROOM below) 5. Untick any rooms that are not required on the app. 6. Press DONE in the top right ← **Add Home** **Done** Name Enter your home name Location Set geographic location ># Smart devices in: Living Room ✓ Bedroom ✓ Second Bedroom ✓ Dining Room ✓ Kitchen ✓ Study Room ✓

SETTING YOUR LOCATION Use your finger to move the orange HOME symbol. When the symbol is in the approximate location of your home, press the confirm button in the top right corner. Location details allows the app to be set up later to respond to weather conditions in your area.	**ADD ANOTHER ROOM** / **Add another room** Type in the name of the room, and press Done in the top right corner. ← **Add a Room** **Done** Room Name Recommended Living Room Bedroom Second Bedroom Dining Room Kitchen Study Room Porch Balcony Kids Room Cloakroom

automatic discovery,
once you have found the

device select + then proceed to step 6.
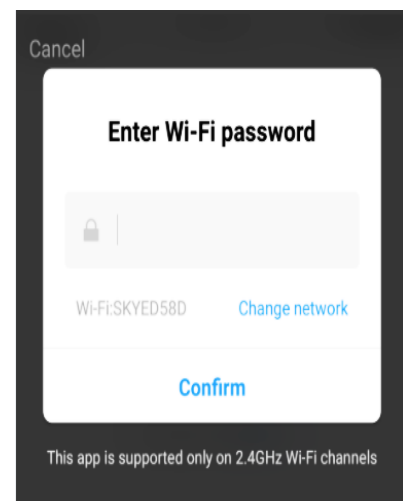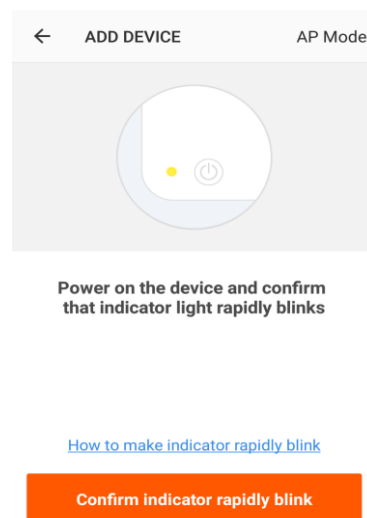
Hotspot Connection:
Hold the button again until it flashes three times per second.
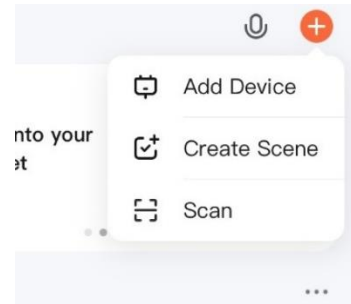
4. Ensure your phone is connected to the same Wi-Fi as the unit. Then select 'Small Home Appliances' and then electric heaters.

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 settings transfer to be completed.

CONTROLLING THE DEVICE VIA THE APP

HOME SCREEN

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

Voice Control: Press to give verbal instructions for operation.

My Home .. ▼

Energy Saving

Gain insights into your devices and get energy tips.

Name of Heater: Press to enter the Device Screen

All Devices   Room   ...

FR02718-40 etc

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

Fr02724-48z

FR02724-52z

Profile: Provides the option for changing settings.

Home   Scene   Smart   Me

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

Smart: Shows you smart insights and allows you to set up alerts, cameras and alarms.

DEVICE SCREEN

Back: Returns to the Home Screen

Device Name

Epph425wir

Desired Temperature: Displays what has been set as the target room temperature.

Current Temperature: Displays what the current temperature is.

37 °C

🌡 0°C

Increase Desired Temperature

Temperature range 0-37ºC

Decrease Desired Temperature

Temperature range 0-37ºC
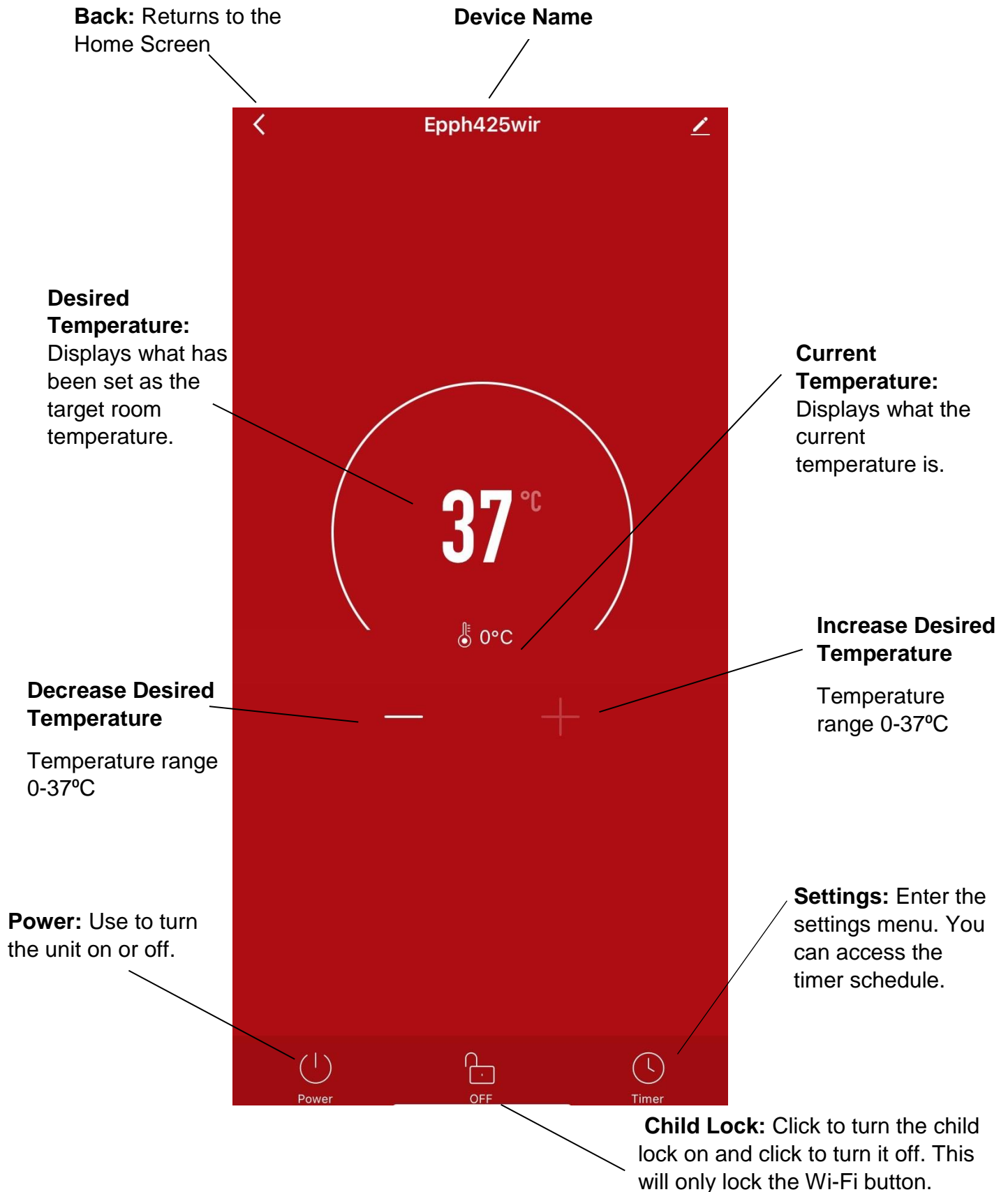
Settings: Enter the settings menu. You can access the timer schedule.

Power: Use to turn the unit on or off.

Power

OFF

Timer

Child Lock: Click to turn the child lock on and click to turn it off. This will only lock the Wi-Fi button.

SCHEDULE

The app provides a timer that can be easily programmed using your phone. This can be accessed through the schedule option at the bottom of the device screen.

A number of separate schedule entries can be created to automate operation of the heater throughout the week. All currently created schedules will be visible on this screen, with the option to add a new schedule.
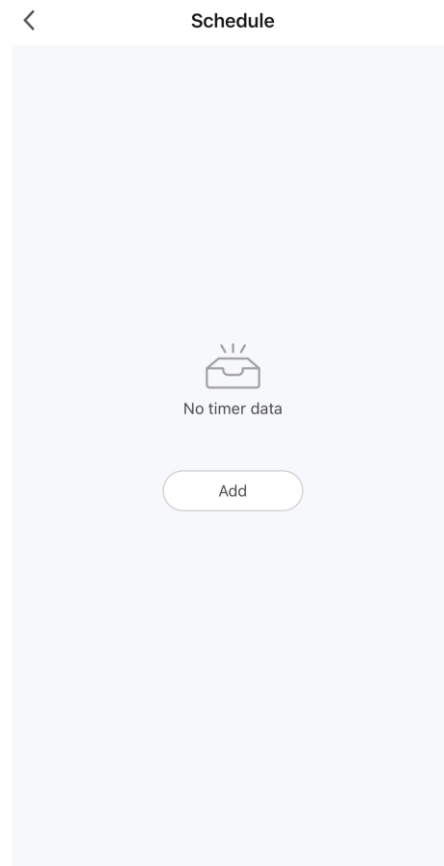
Select the time you want the action to occur, how often you want it to occur, and whether the unit is to turn on or off, and the desired temperature.
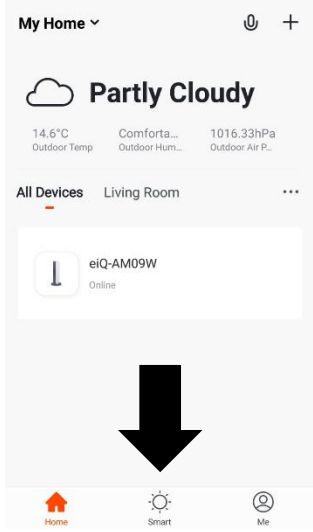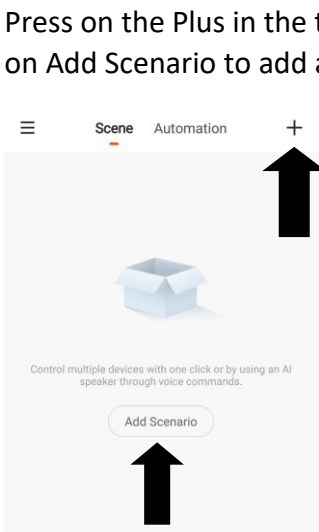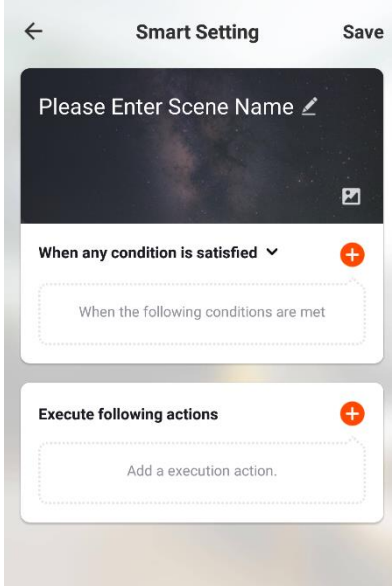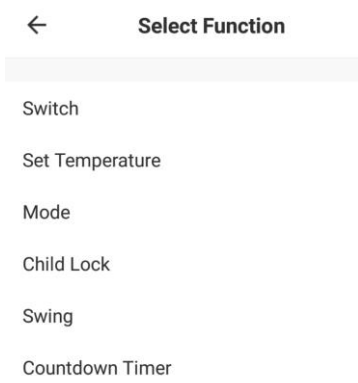
Press on save in the top right corner, and the schedule is activated, and will be visible on the main schedule screen. Schedules can also be amended and deleted as required.

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.
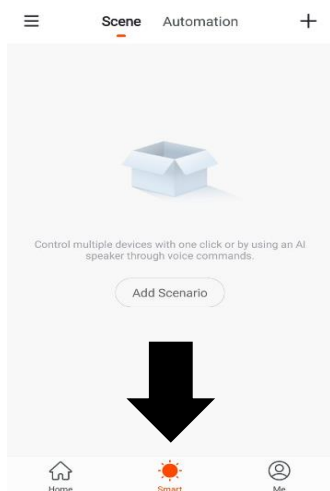
SCENE

The 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 all the unit settings. A number of scenes can easily be set up, allowing the user to switch between several preset configurations easily. Below is an example of how to set up a scene:

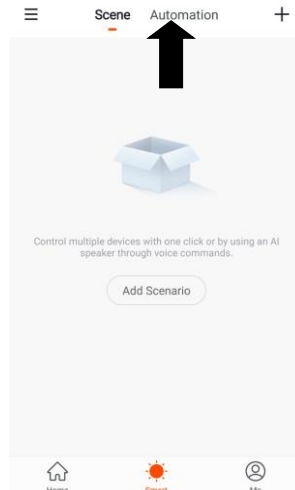|	
1. Press on the Smart tab at the bottom of the Home screen	2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene.
	3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene Show on Dashboard: Leave this on if you require the scene to be displayed 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. 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.
6. Once all the functions required have been added, press the Save button in the top right corner to finalise 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 time and various 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
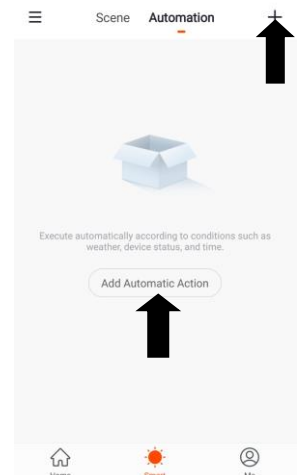
4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start.

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 finalise 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 allows you to edit both your details and use the added features of the unit.

HOME MANAGEMENT

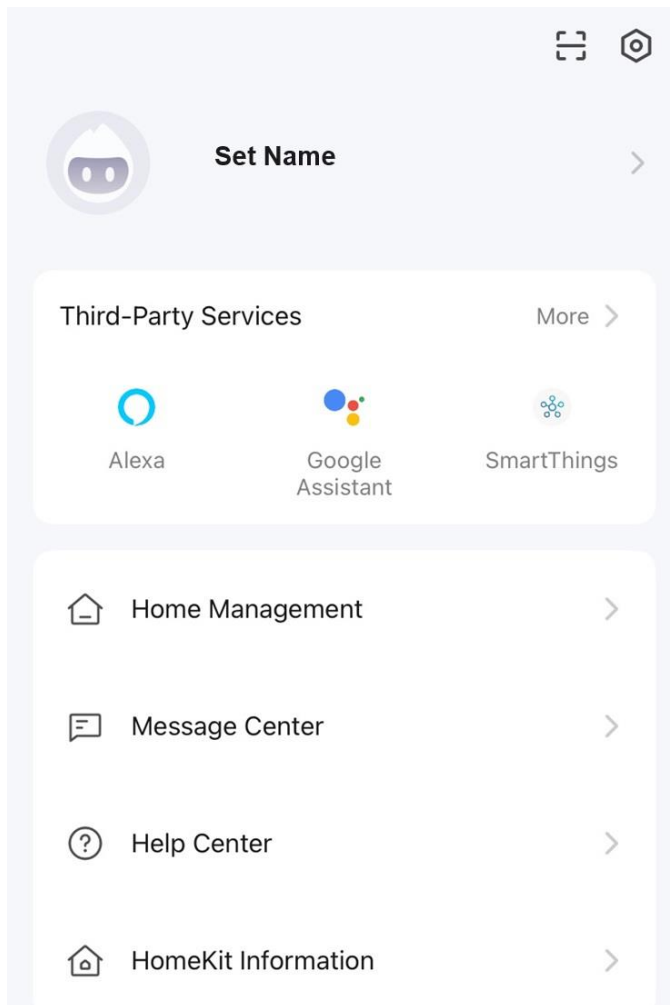Home Management provides options for managing your TUYA account, such as adding a home, adding and removing rooms, and sharing devices with family.

MESSAGE CENTRE

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

HELP CENTRE

Aids using the features provided within the app.

HOME KIT INFORMATION

Allows you to add home switches that are compatible with the TUYA app.

CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and in WiFi connection mode.
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 to is 2.4 GHz (5 GHz WiFi networks are not supported) and that the item has a strong WiFi signal.
5. If your router is dual band, ensure that the 2.4 GHz network has a different network name (SSID). Your Internet service provider or router manufacturer can provide further advice on changing router settings.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES.

CLEANING AND MAINTENANCE

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.

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 power cord is unconnected 2. There is no power from the socket 3. The power switch on the rear of the unit is turned off.	1. Connect the power cord 2. Check socket is turned on 3. Ensure the power switch on the rear of the unit is in the on position
Odour emission from the unit	1. New unit. When the unit is used for the first time, the fan motor may produce an odour which will dissipate within a week of use	1. No action required
Strong vibrations and noise	1. The unit is not placed on a flat surface 2. The unit may be damaged	1. Place on a flat surface. May put an anti-vibration mat underneath 2. If the heater is damaged, discontinue use and contact the service centre.

Please get in touch with the service centre if the above solutions do not resolve the problem.

ELECTRICAL DIAGRAM
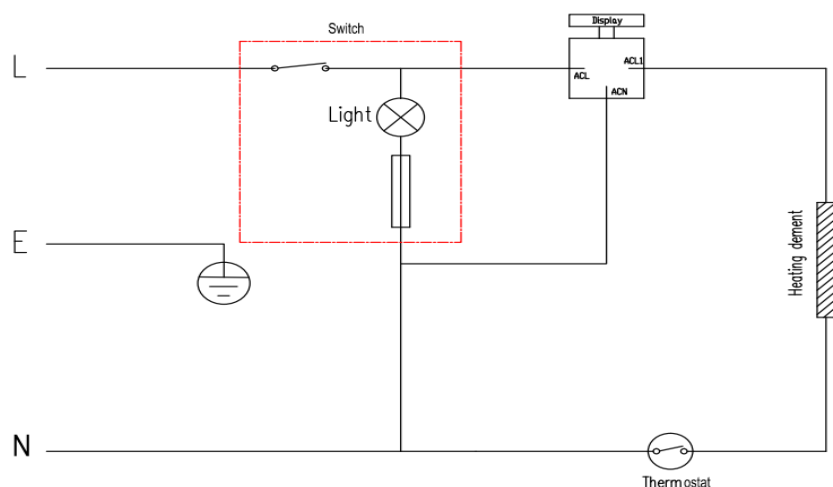
TECHNICAL DATA

Model no.	EPPH425WIR	EPPH550WIR
Voltage	220V-240V	
Frequency	50 / 60 Hz	
Max power	425W	550W
IP Rating	IPX0	
Product Dimensions	60x60 cm	60x80cm

electriQ UK SUPPORT

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.

1. Is the unit plugged into the mains?
2. Is the fuse OK?
3. Switch the unit off and wait three minutes to see if the issue is resolved. Restart the unit.

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

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

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/EPPH425WIR.pdf
https://www.electriq.co.uk/content/DOC/EU/ EPPH550WIR.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/ EPPH425WIR.pdf
https://www.electriq.co.uk/content/DOC/UK/ EPPH550WIR.pdf

PTSI STATEMENT OF COMPLIANCE

Description: Panel Heater.
Model Number: EPPH425WIR, EPPH550WIR
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
23rd August 2024

Recycling facilities are now available for all customers, where they can deposit their old electrical products. Customers can 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.

PRODUCT FICHE

Model Identifier: EPPH425WIR						
Item	Symbol	Value	Unit		Item	Unit
Heat Output					**Type of heat input, for electric storage local space heaters only (select one)**	
Nominal heat output	P_{nom}	0.425	kW		manual heat charge control, with integrated thermostat	No
Minimal heat output	P_{min}	0.0	kW		manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	P_{max}	0.425	kW		electronic heat charge control with room and/or outdoor temperature feedback	No
Power Consumption					fan assisted heat output	No
In off mode	P_o	N/A	kW		**Type of heat output/room temperature control (select one)**	
In standby mode	P_{sm}	N/A	kW		single stage heat output and no room temperature control	No
In idle mode	P_{idle}	1.12	W		two or more manual stages, no room temperature control	No
In network standby	P_{nsm}	1.12	W		with mechanical thermostat room temperature control	No
Seasonal space heating energy efficiency in active mode	$N_{s,on}$	92	%		with electronic room temperature control	Yes
					electronic room temperature control plus day timer	Yes
					electronic room temperature control plus week timer	Yes
					Other control options (multiple selections possible)	
					room temperature control with presence detection	No
					room temperature control, with open window detection	No
					with distance control option	Yes
					with adaptive start control	No
					with working time limitation	Yes
					with black bulb sensor	No
					with self-learning functionality	No
					with control accuracy	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield, HD2 1UA.					

Model Identifier: EPPH550WIR					
Item	Symbol	Value	Unit	Item	Unit
Heat Output				**Type of heat input, for electric storage local space heaters only (select one)**	
Nominal heat output	P_{nom}	0.55	kW	manual heat charge control, with integrated thermostat	No
Minimal heat output	P_{min}	0.0	kW	manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	P_{max}	0.55	kW	electronic heat charge control with room and/or outdoor temperature feedback	No
Power Consumption					
In off mode	P_o	N/A	kW	**Type of heat output/room temperature control (select one)**	
In standby mode	P_{sm}	N/A	kW	single stage heat output and no room temperature control	No
In idle mode	P_{idle}	1.12	W	two or more manual stages, no room temperature control	No
In network standby	P_{nsm}	1.12	W	with mechanical thermostat room temperature control	No
Seasonal space heating energy efficiency in active mode	$N_{s,on}$	92	%	with electronic room temperature control	Yes
				with electronic room temperature control plus day timer	Yes
				with electronic room temperature control plus week timer	Yes
				Other control options (multiple selections possible)	
				room temperature control with presence detection	No
				room temperature control, with open window detection	No
				with distance control option	Yes
				with adaptive start control	No
				with working time limitation	Yes
				with black bulb sensor	No
				with self-learning functionality	No
				with control accuracy	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield, HD2 1UA.				