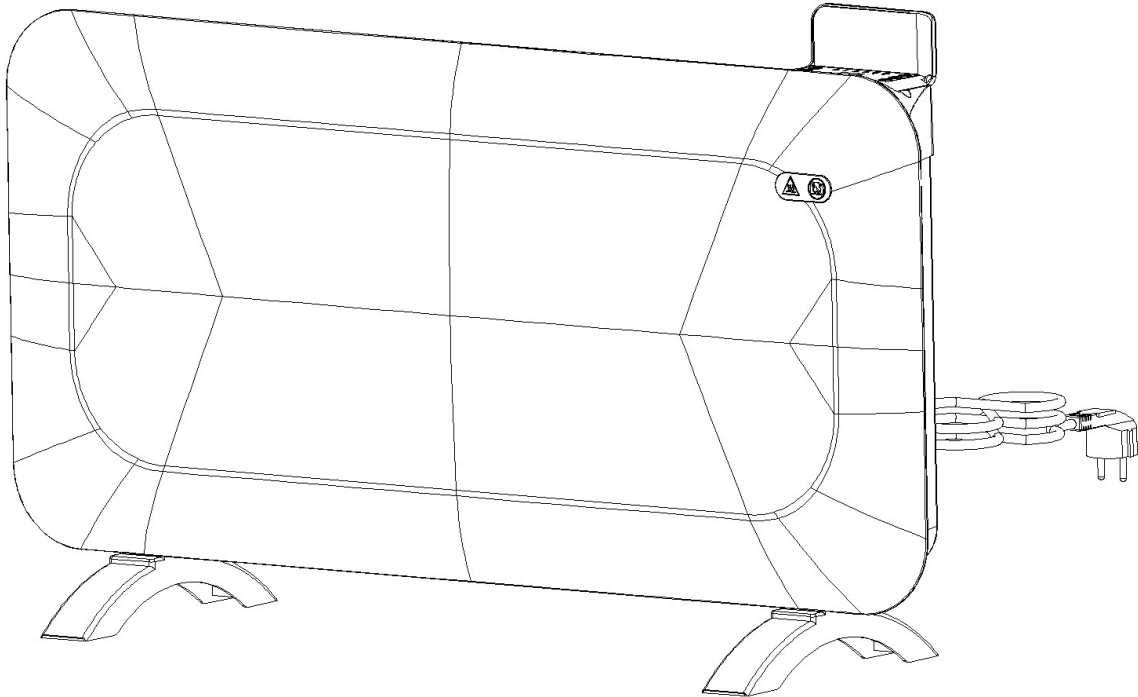


electriciQ

USER MANUAL



PORTABLE PANEL HEATER

EPMH2000WW EPMH2000WB

Thank you for choosing electriciQ
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.

SETTLING IN OK?

We hope this has been helpful to you.

We would love to see how you're getting on with your new purchase, so please share any snaps you have on the platform of your choice below.

Our community awaits your uploads - Snap, tag and hashtag away!



@electriQUK
#electriQUK

WE'RE HERE TO HELP

Should you have any problems or questions with your purchase, please contact a member of our 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

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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 Hanging Brackets		2	ST4*12mm		8
Wall Plug $\phi 7*35$ mm		4	M4 Nuts		4
ST4*35mm		4	Wall hanging strip		1
M4*10mm Screws		4			

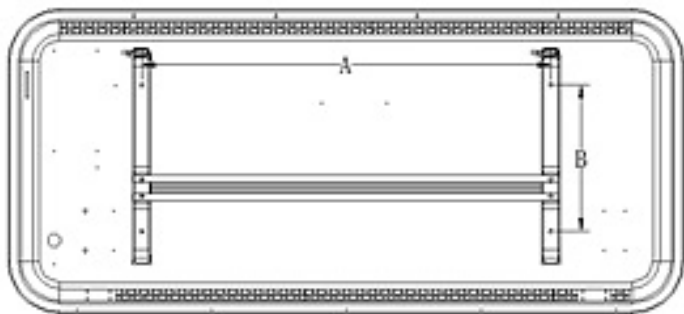
ATTACHING THE FEET

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

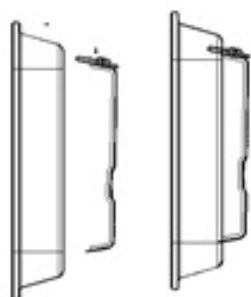
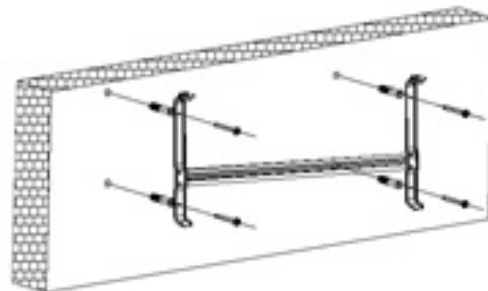
IMPORTANT: There must be a clearance of 40cm from the base of the heater to the floor.



1. Keep the feet safe in case you would like to use this as a portable heater later.

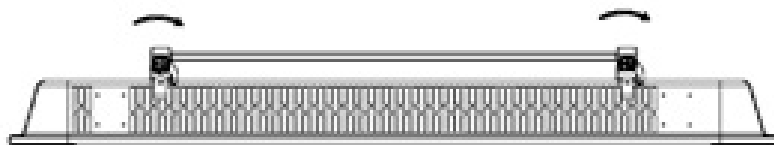
2. Measure the distance between both mounting holes and points A and B on the back of the appliance.

3. Mark these points onto your wall, then drill four holes with a diameter of 7mm and depth of 35mm. Insert the four ST4*35 screws.

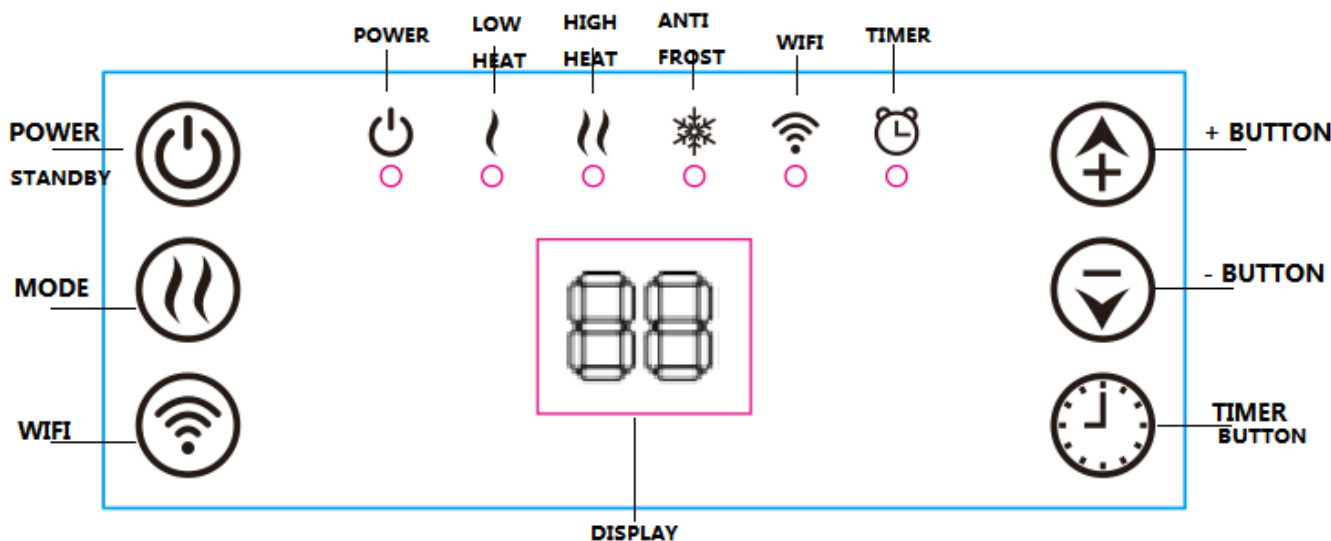


4. Attach the two brackets and hanging strip to the back of the heater using four M4*10 screws and four M4 nuts. The raised part of the bracket will be attached to the wall.






5. Hang the brackets onto the screws you have inserted into the wall and move the heater until the screws are in place, then secure them.

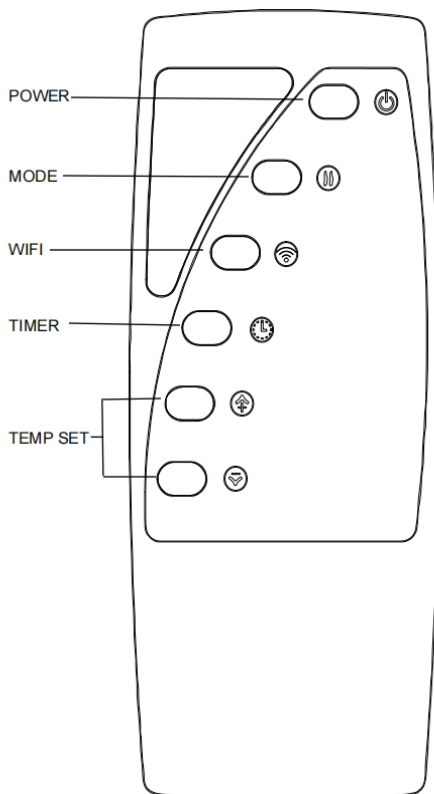


OPERATION



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
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. The default temperature is 28°C.
Mode		Repeatedly press to cycle between high and low power and anti-frost mode. High and low power modes 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. The countdown icon will flash, and '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. To cancel the timer, press the timer button, then the decrease button. After 3 seconds of inactivity, the timer will be cancelled.
Wi-Fi		When you turn the unit on, the Wi-Fi will automatically be on. Press the Wi-Fi button to turn it off and again to turn it on. The first Wi-Fi connection mode is a quick connection, and the icon flashes twice per second. Hold the button for 3 seconds to switch to the access point connection, and the icon will flash once per second.



The remote will operate the same as the control panel. A AAA battery is not included and is required.

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

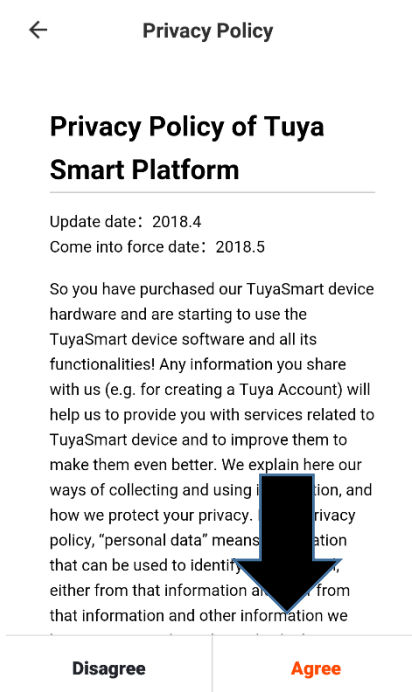
APP CONNECTION

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.

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



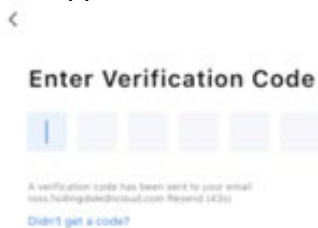
2. Read the Privacy policy and press the Agree Button.



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



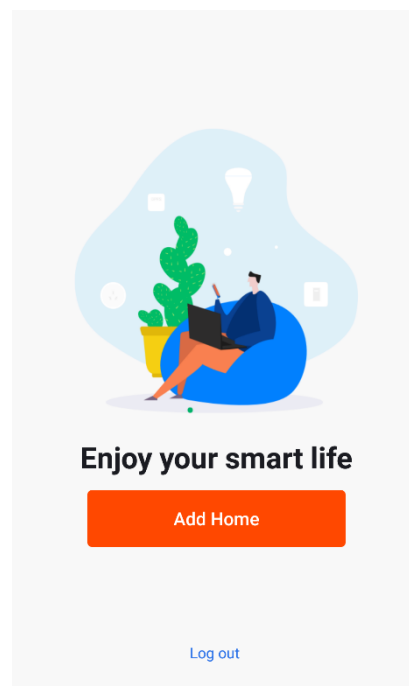
4. A verification code will be sent using the method selected in step 3. Enter the code into the app.



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



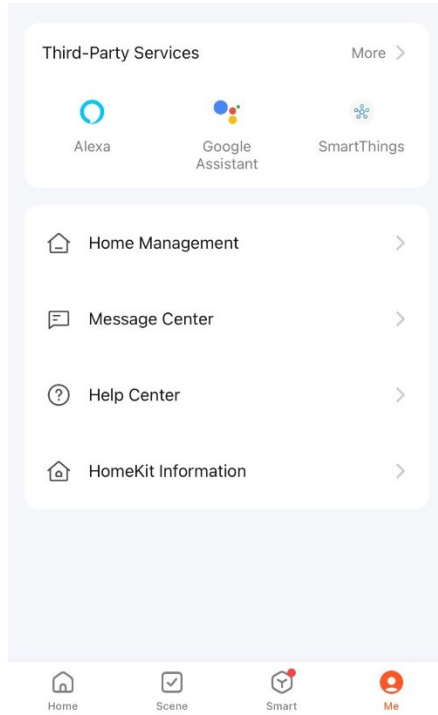
6. The app is now registered. It will automatically log you in following registration.



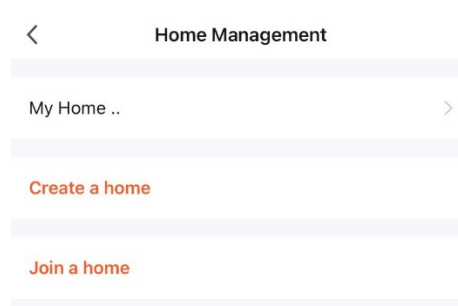
SETTING UP YOUR HOME WITHIN THE APP

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

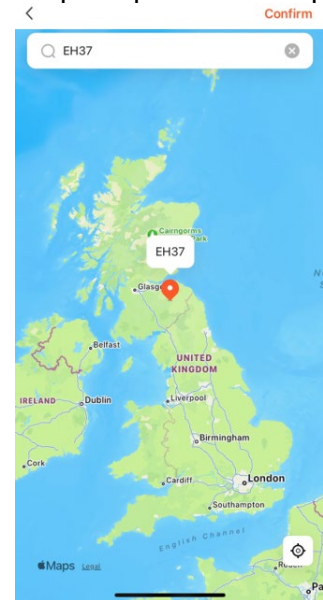
1. Select 'Me' at the bottom of the screen, then 'Home Management'.



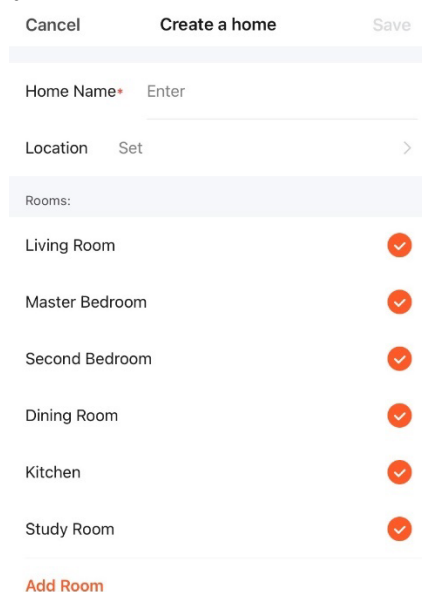
2. Create and name your home, join a home or use the home you have set up already.



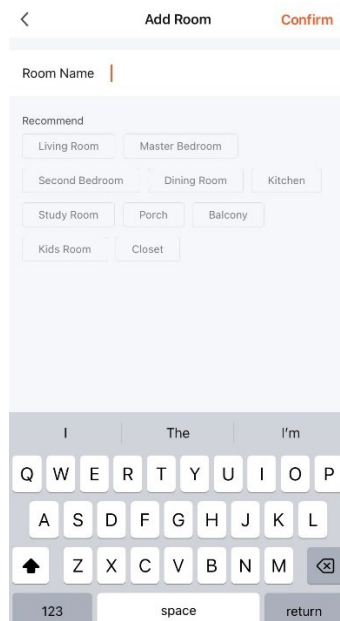
3. Select a location to either allow the app to pinpoint your location via GPS in your phone settings or type/ drop the pin on the map.



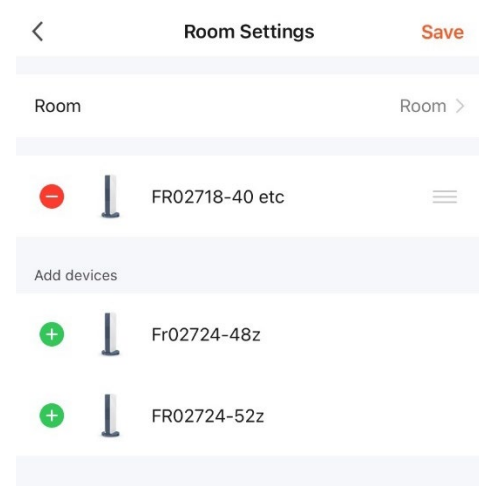
4. Select your rooms. Untick any rooms that you do not need. Click and add a room if you require more.



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

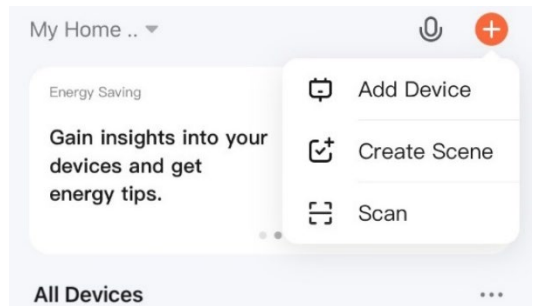
2

Quick Connection: Press the Wi-Fi button to turn it on. Follow the steps in order.

Access Point: Alternatively, hold the button for 3 seconds so this flashes slowly. Then, for this connection mode, follow step 6, then from step 3

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

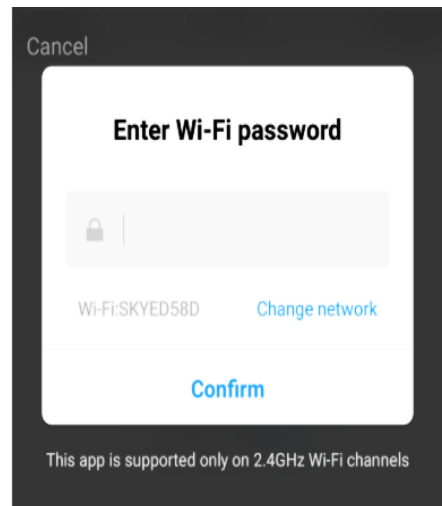
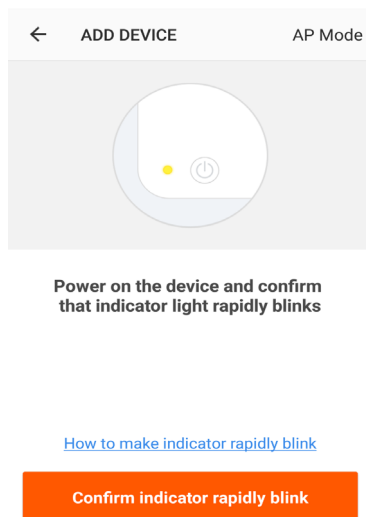
1. Turn the heater on using the power button.



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 THE DEVICE VIA THE APP

HOME SCREEN

Voice Control: Press to give verbal instructions for operation.

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

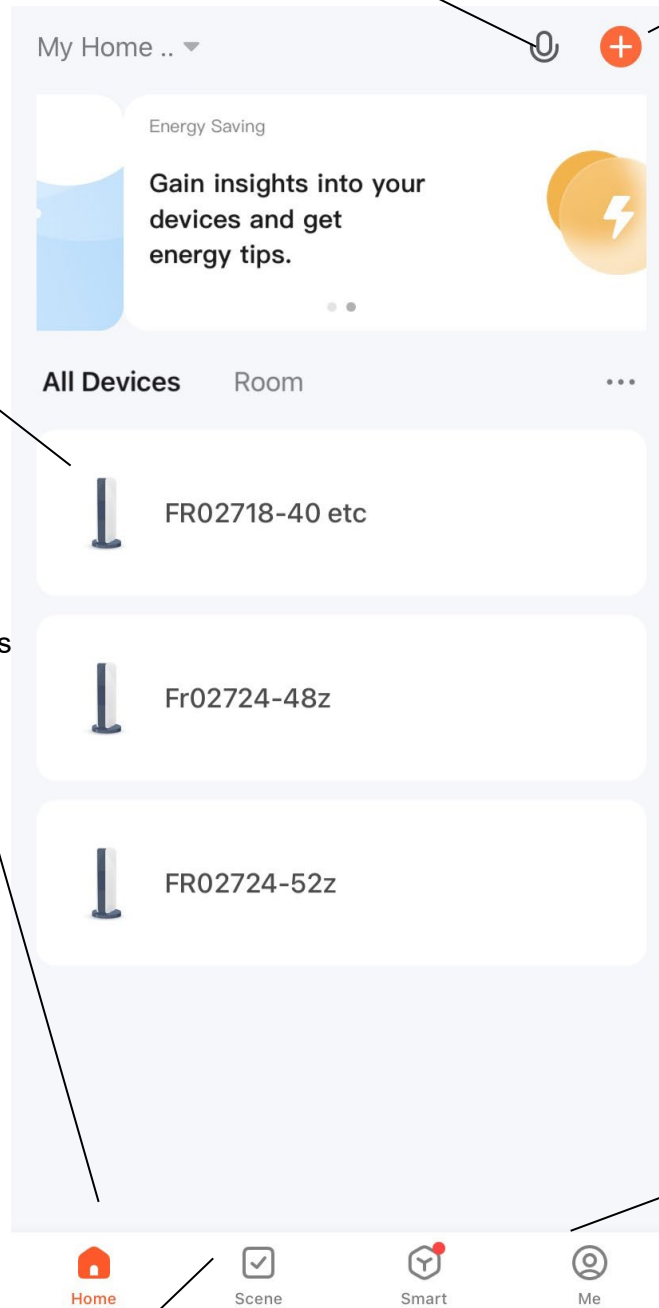
Name of Heater: Press to enter the Device Screen

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

Profile: Provides the option for changing settings.

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

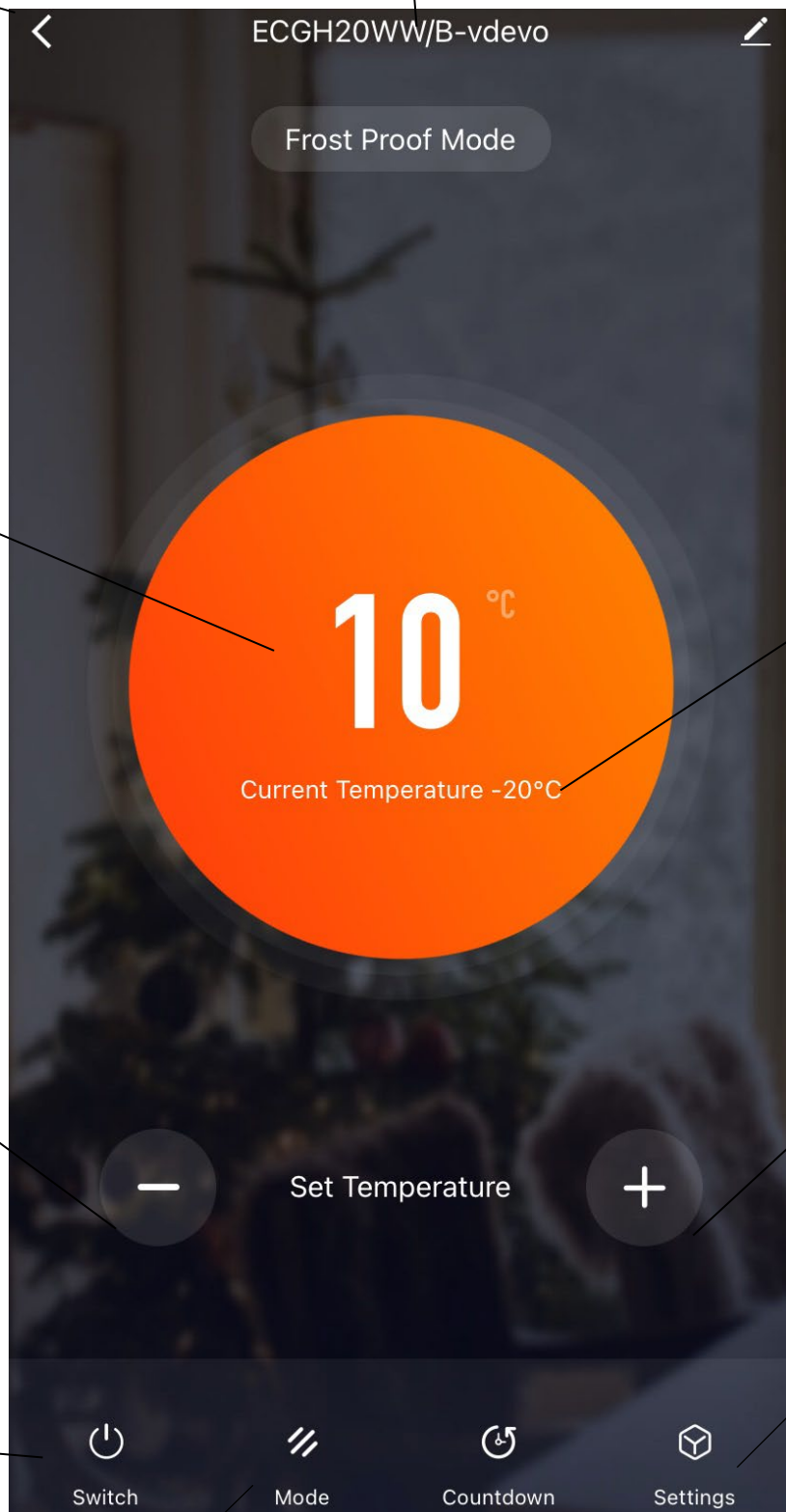
Smart: Shows you smart insights and allows you to set up alerts, cameras and alarms.



DEVICE HOME SCREEN

Device Name

Back: Returns to the Home Screen



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

Current Temperature: Displays what the current temperature is.

Decrease Desired Temperature
Temperature range 10-40°C

Increase Desired Temperature
Temperature range 10-40°C

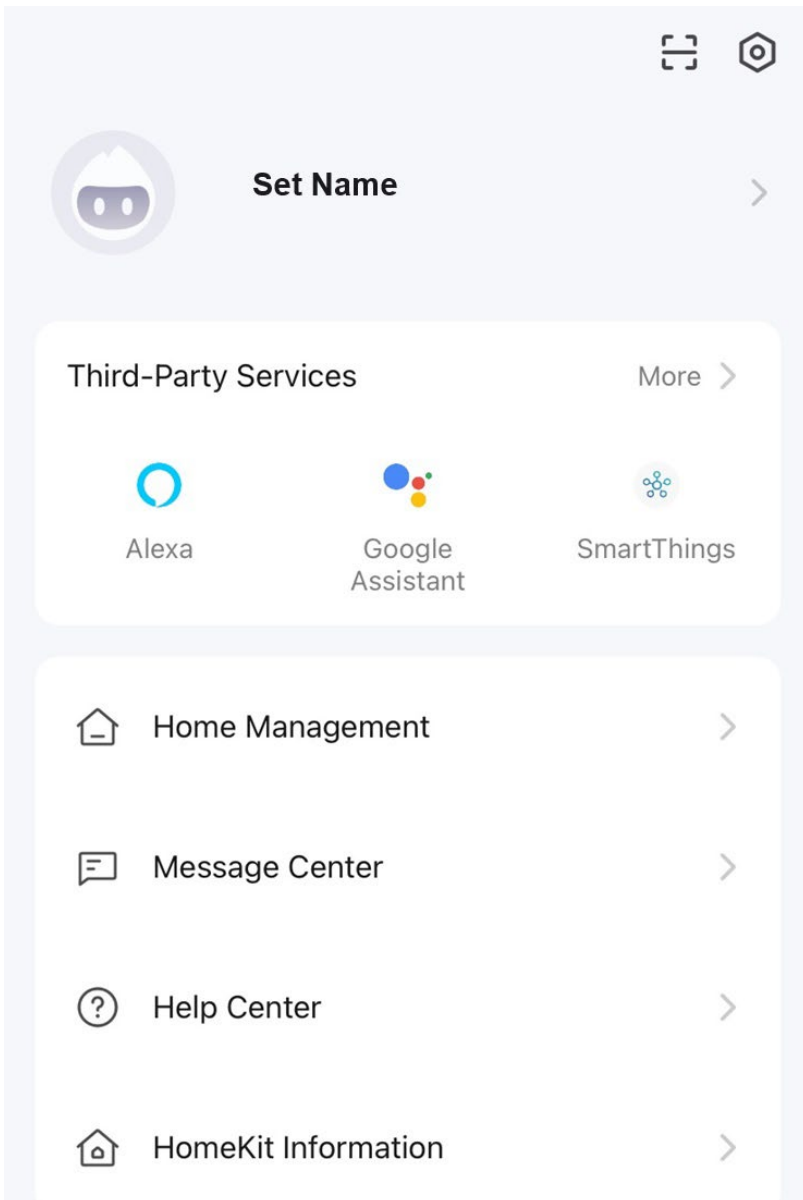
Power: Use to turn the unit on or off.

Settings: Enter the settings menu. You can set the weekly schedule.

Mode: Use this to change between high, low and anti-frost mode.

Countdown: This is the timer function.

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 notifications from devices 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 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	EPMH2000WW EPMH2000WB
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 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.

electriQ UK SUPPORT

www.electriQ.co.uk/support

Please, for your own convenience, 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, 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: EPMH2000WW EPMH2000WB

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

21st August 2024

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/EPMH2000WW.pdf>

<https://www.electriq.co.uk/content/DOC/EU/EPMH2000WB.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/EPMH2000WW.pdf>

<https://www.electriq.co.uk/content/DOC/UK/EPMH2000WB.pdf>

PRODUCT FICHE

Model Identifier: EPMH2000WW EPMH2000WB					
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}	2.0	kW	manual heat charge control, with integrated thermostat	No
Minimal heat output	P_{min}	1.0	kW	manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	P_{max}	2.0	kW	electronic heat charge control with room and/or outdoor temperature feedback	No
Auxiliary electricity consumption				fan-assisted heat output	No
At nominal heat output	e_{lmax}	N/A	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	e_{lmin}	N/A	kW	single-stage heat output and no room temperature control	No
In standby mode	e_{lsb}	0.9	W	two or more manual stages, no room temperature control	No
				with mechanical thermostat room temperature control	No
				with electronic room temperature control	No
				with electronic room temperature control plus day timer	No
				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	Yes
				with distance control option	No
				with adaptive start control	No
				with working time limitation	Yes
				with black bulb sensor	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Huddersfield, HD2 1UA The Black Church St Marys Place, Dublin 7.				

V20240822S