





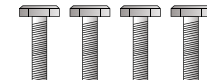








Apollo / Diana / Helios outdoor heater
Instruction Manual

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Safety instructions	
WARNING - When using electrical appliances, basic safety precautions should always be followed. Failure to comply with these instructions may cause a fire, electrical shocks or other injury to persons or property.	
1 Children of less than 3 years should be kept away unless continuously supervised.	
2 Children between 3 and 8 years old should only be allowed to switch the appliance on/off, provided that it has been correctly installed in its intended operating position and they have been given supervision or instruction concerning the safe use of the appliance and understand the hazards involved. They should not plug in, regulate, perform maintenance or clean the appliance.	
3 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 position the heater on soft surfaces or where openings may become blocked. Ensure the base is fitted and fully assembled, and the unit is upright on a flat stable surface before operating. This heater is designed for use on Patios and in Beer gardens & smoking areas. The unit has been IP55 Weatherproof approved; however, to prolong the life of the heater it is strongly recommended that the heater is stored in a dry place during heavy rain and when not in use cover the appliance with the cover provided.	
5 DO NOT hide the power cord in long grass or leave close to an operating lawnmower. Arrange the cord away from areas where it may be tripped over.	
6 DO NOT insert or allow objects to touch the heating element and never place anything on the heater safety guard (e.g. towels), as this may damage the heater and could cause an electrical shock or fire. Never use your heater to dry washing. If the heating element has stopped glowing it may still be live, please check that the heat setting indicates the heater is off.	
7 Always disconnect your appliance from the mains before any cleaning.	
8 DO NOT use the heater in areas where petrol, paint, or other flammable substances are stored.	
9 Always unplug the heater when not in use. To disconnect from the power supply, grip the plug and pull from the power socket. Never pull by the cord. DO NOT direct the heater towards curtains, furniture or other flammable objects and ensure that they are at least 1.5 metres from the front and 1 metre from the top, back and sides.	
11 Extreme care should be taken when the heater is used near children and pets.	
12 In order to avoid overheating, do not cover the heater.	
1	

General information	
Before use	
This product has been designed for domestic and commercial use, to heat indoor and outdoor spaces using energy efficient carbon fibre infrared technology. It must only be used for this intended purpose and should be operated according to the instructions included in this manual. Please carefully read all operating and safety instructions before use. Never cover appliance when in operation and ensure that flammable objects (clothes, curtains, etc.) cannot come in close contact with the appliance. You may also find this manual's content at www.warmwatcher.com	
Technical data	
Model No.: APH3000 / DPH3000 / EPH2960 or see Rating Label Power output : 2520-3000W 220V-240V AC ~ 50/60Hz or see Rating Label Heater watts : 1250-1480W / 2500-2960W or as per Rating label Lamp watts : 23-24W CFL or 12 W dual-light LED as per Box (Apollo & Diana) Cable length : 1.9m or as per outer box Gross weight : 30.5 / 27.9 / 26.6 kgs Net weight : 24.3 / 22.0 / 21.5 kgs Product Dimension: 50cm Base diameter & 190 / 169 / 152 cm high	
The product is IP55 weatherproof certified. It is designed to withstand tough rain conditions. A cover is included for storage protection. We recommend that you should cover and store in a dry place when not in use for long periods of time.	
2	

Box contents					
A 	B 	C 	D 	E 	
Assembly kit: 2 X Oval plates 2 X Long oval plates 12 X Washers 8 X Wing nuts 4 X Bolts					
F 	Helios	G 	Diana	H 	Apollo
1 X Main body		1 X CFL or LED lamp (Apollo/Diana Inside head)			
I 	1 X Storage cover				
J 	1 X Instruction manual				
L 	2 X Base sections and 2 wheels with axle				
Cleaning and maintenance					
1 Before cleaning or changing heating tubes, turn the heater off, unplug from the power supply and wait for the unit to cool down. To clean the heater use a soft cloth to wipe off any dust.					
2 If the heater is very dirty, use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit.					
3 When the heater is not in use for a long period, clean and place in its cover and store in a dry place.					
4 If the Aluminium reflector is very dirty use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit. A dirty reflector reduces heater output.					
3					

Base & unit assembly (take out base accessory from the box underneath main body)

Lie main body(F) on the edge of its box to avoid scratching and for easy assembly with the base.

Diagram 1 shows the two halves of the base, labeled L, being aligned. Blue arrows indicate the direction of assembly, pointing towards the center where the wheel and axle are located. A label E points to a bolt/washer assembly.

1 Align the two halves of the Base(L), make sure the wheel and axle are in position. Insert bolts with washers (E x 4 + C x 4).

Diagram 2 shows the base upside down. A blue arrow points to a metal plate B being fastened. A label D points to a wing nut/washer assembly.

2 Turn the Base upside down and securely fasten metal plates (B x 2) with wing nuts and washers (D x 4 + C x 4).

Diagram 3 shows the metal cover K being attached to the base. Blue arrows indicate the cover being placed over the base.

3 Attach each half of the metal cover. (K x 2) One half of the metal cover has a cut-out that should be placed over the rollers.

Diagram 4 shows the base being slid through the four bolts located on the bottom of the main body F. A blue arrow points to the base being inserted. A label A points to a metal plate. A label F points to the main body. A label D points to a wing nut/washer assembly. A label E points to a bolt/washer assembly. A label B points to a metal plate. A label K points to the metal cover. A label L points to the base. A label M points to the main body. A label N points to the rollers. A label O points to the cable storage compartment. A label P points to the rollers. A label Q points to the cable storage compartment. A label R points to the rollers. A label S points to the cable storage compartment. A label T points to the rollers. A label U points to the cable storage compartment. A label V points to the rollers. A label W points to the cable storage compartment. A label X points to the rollers. A label Y points to the cable storage compartment. A label Z points to the rollers. A label AA points to the cable storage compartment. A label AB points to the rollers. A label AC points to the cable storage compartment. A label AD points to the rollers. A label AE points to the cable storage compartment. A label AF points to the rollers. A label AG points to the cable storage compartment. A label AH points to the rollers. A label AI points to the cable storage compartment. A label AJ points to the rollers. A label AK points to the cable storage compartment. A label AL points to the rollers. A label AM points to the cable storage compartment. A label AN points to the rollers. A label AO points to the cable storage compartment. A label AP points to the rollers. A label AQ points to the cable storage compartment. A label AR points to the rollers. A label AS points to the cable storage compartment. A label AT points to the rollers. A label AU points to the cable storage compartment. A label AV points to the rollers. A label AW points to the cable storage compartment. 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A label XA points to the cable storage compartment. A label XB points to the rollers. A label XC points to the cable storage compartment. A label XD points to the rollers. A label XE points to the cable storage compartment. A label XF points to the rollers. A label XG points to the cable storage compartment. A label XH points to the rollers. A label XI points to the cable storage compartment. A label XJ points to the rollers. A label XK points to the cable storage compartment. A label XL points to the rollers. A label XM points to the cable storage compartment. A label XN points to the rollers. A label XO points to the cable storage compartment. A label XP points to the rollers. A label XQ points to the cable storage compartment. A label XR points to the rollers. A label XS points to the cable storage compartment. A label XT points to the rollers. A label XU points to the cable storage compartment. A label XV points to the rollers. A label XW points to the cable storage compartment. A label XX points to the rollers. A label XY points to the cable storage compartment. A label XZ points to the rollers. A label YA points to the cable storage compartment. A label YB points to the rollers. A label YC points to the cable storage compartment. A label YD points to the rollers. A label YE points to the cable storage compartment. A label YF points to the rollers. A label YG points to the cable storage compartment. A label YH points to the rollers. A label YI points to the cable storage compartment. A label YJ points to the rollers. A label YK points to the cable storage compartment. A label YL points to the rollers. A label YM points to the cable storage compartment. A label YN points to the rollers. A label YO points to the cable storage compartment. A label YP points to the rollers. A label YQ points to the cable storage compartment. A label YR points to the rollers. A label YS points to the cable storage compartment. A label YT points to the rollers. A label YU points to the cable storage compartment. A label YV points to the rollers. A label YW points to the cable storage compartment. A label YX points to the rollers. A label YY points to the cable storage compartment. A label YZ points to the rollers. A label ZA points to the cable storage compartment. A label ZB points to the rollers. A label ZC points to the cable storage compartment. A label ZD points to the rollers. A label ZE points to the cable storage compartment. A label ZF points to the rollers. A label ZG points to the cable storage compartment. A label ZH points to the rollers. A label ZI points to the cable storage compartment. A label ZJ points to the rollers. A label ZK points to the cable storage compartment. A label ZL points to the rollers. A label ZM points to the cable storage compartment. A label ZN points to the rollers. A label ZO points to the cable storage compartment. A label ZP points to the rollers. A label ZQ points to the cable storage compartment. A label ZR points to the rollers. A label ZS points to the cable storage compartment. A label ZT points to the rollers. A label ZU points to the cable storage compartment. A label ZV points to the rollers. A label ZW points to the cable storage compartment. A label ZX points to the rollers. A label ZY points to the cable storage compartment. A label ZZ points to the rollers.

4 Slide the base through the four bolts located on the bottom of main body (F). Securely fasten metal plates (A x 2) with the wing nuts and washers (D x 4 + C x 4).
Ensure that the rollers and cable storage compartment are aligned on the same side. If the metal cut is not on correct side then the rollers will not work properly.

Remote Control battery replacement

Diagram for Remote Control battery replacement. It shows the rear housing being unscrewed (A), the CR2032 battery being replaced (B), and the rear housing being screwed back in place (C). Blue arrows indicate the direction of assembly.

A Unscrew the rear housing with a Phillips driver or cross point screw driver.

B Replace CR2032 battery.

C Carefully screw the rear housing back in place. Ensure that the rubber seal is properly in place and secure.

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Lamp installation & replacement (Apollo/Diana)

Remove sticker from glass

Apollo

- B Remove the glass cover by a Phillips screw driver. **NO NEED** to remove rubber seal.
- D Carefully refit glass cover. Drive screws ensuring waterproof rubber washers are in place.

Installation

Remove protective materials around the packing and take the Lamp out. Carefully screw it into the Holder - Hold plastic base **ONLY**. Do **NOT** hold the glass spiral tube. Only use lamp purchased from the company in Warranty card.

Remove protective materials around the packing and take the Lamp out. Carefully screw it into the Holder - Hold plastic base **ONLY**. Do **NOT** hold the glass spiral tube.

Carefully fit the plastic light dome on to the plastic rim. Use light pressure until it clicks in place.

Replacement

- A Using a flatblade screwdriver, insert the blade into one of the two slots on the rear of the plastic light dome. Using a slight twist action to pop off the plastic dome.
- B Unscrew the faulty lamp and repeat the installation procedure with a new lamp. Only use lamp purchased from the company in Warranty card.
- C Carefully refit the plastic light dome on to the plastic rim. Use light pressure until it clicks in place.

Diana

Appliance description and features	
Built in light Use only Max 25W ES CFL energy saving lamps or LED lamps supplied by the seller.	
PIR Economy sensor PIR (Passive Infrared) economy feature automatically turns off the heating when there is no movement for approx 4 minutes.	
Control panel Turn on to activate control panel and remote control.	
Hand grip Only move the appliance with the hand grip.	
Adjustable head DO NOT lift or pull the product using the light head as this will damage the flexible neck mechanism and invalidate your warranty	
IP55 Weatherproof design	
There are two slices of Sponges protecting the heating tubes & one Instruction Paper Card on the Grille. BEFORE USE the heater, remove the Sponges and the Card by pulling them out.	
Infrared heating elements Carbon fibre technology creates FAR Infrared radiation healthy the most.	
Fabric-flocked grille Safe touch when in use.	
Cable storage compartment and rating label position	
Transport rollers	
6	

Control panel operation	
Energy saving mode indicator	
Power indicator - Standby	
Both tubes ON indicator	
Right tube ON indicator	
Left tube ON indicator	
ECONO Economy feature ON/OFF	
Light ON/OFF (Dummy button for Helios)	
Heat adjustment HEAT HI/LOW	
Heating elements HEAT ON/OFF	
Dual-light LED Bulb (Apollo/Diana) If you find LED Bulb printed on the box for the heater, kindly note the supply is a dual-light bulb. It emits WHITE or YELLOW light for your option. You can press this Button "W" on the Panel or from the Remote Controller to choose.	
Light ON/OFF (Dummy button for Helios)	
Heat adjustment HEAT HI/LOW	
Heating elements HEAT ON/OFF	
PIR Economy function	
180° angle	
3M distance	
The PIR economy feature enables the outdoor heater to automatically shut down its heating function when not in use. The PIR sensor constantly monitors peoples movements up to a distance of 3 metres approximately and if after 4 minutes it does not detect movement it will switch the heating off. The heating won't be on afterwards unless you operate from the panel or the remote controller. The PIR function does not control the Light.	
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Remote control & Masterlock function	
Operational range of remote is approx 4m (open air) as it is infrared only. "Full Function" magnetic remote control that attaches easily to the unit. Do not attach to the grille.	
"ML": Masterlock function enables you to Auto-Lock the control panel from the remote control to avoid tampering.	
LOCK 1 : Press the light button & Hold down 2 : Followed by the HEAT HI/LOW button 3 : Hold both buttons simultaneously until you hear the Appliance beep 5 times	
If you accidentally switch off the light function then press the light button on the remote again to put the light back on (Apollo/Diana).	
UNLOCK Simply repeat the above process	
Flexi-neck & Light head operation (Apollo)	
The light head can be tilted in 4 positions. Do not force or over rotate these 4 positions as the flexi-neck may get damaged.	
move Appliance using the hand grip only	
45°	
Ensure Appliance is turned off, completely cooled down and unplugged before moving. Use the hand grip located on the rear of the unit to manoeuvre the Appliance. To ensure the lifetime of the Glass Heating Tube, avoid shakes, shocks, vibrations during moving.	
Observe recommended safety distances from surrounding objects	
1m	
1.5m	
8	

Trouble shooting		
Problem	Possible cause	Solution
Heater won't operate (indicated by the absence of the red LED power standby light being visible in the unit control panel display)	Power Switch OFF No Power to unit Safety Thermal Fuse in Operation.	Turn Power Switch ON at the back of the heater. Check the mains or the electrical socket to restore circuit. Unplug and switch unit OFF.Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card.
Not visible	Safety Tip Over Switch Malfunction Heater not on a level surface Power Cord Damaged	Safety Tip Over stuck in OFF position. Give the unit a rigorous shake which may reset the switch. If this does not rectify the problem, please call the technical helpdesk -- see warranty card. Ensure Heater is situated on a level and solid surface. Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpdesk -- see warranty card.
Problem	Possible cause	Solution
Heat tubes only not working (indicated by the presence of the RED power standby light being visible in the unit control panel display but no heat from tubes)	Tube Failure / Safety Thermal Fuse in operation.	Firstly try the following procedures to ensure it is in fact the tubes that are faulty: 1) If one tube out then the tube is faulty and should be replaced. 2) If two tubes out then push the remote on/high/med button again just to check the tubes don't heat up. Also try pushing the button on the control panel on/high/med button & "off" button again in case any have jammed in some way. 3) If still no tubes heating - then check if any of the Orange Power LED's are on? If LEDs are ON (ORANGE) then tube / tubes have blown. If NO LED's are lit and NO tubes are heating up then wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card. This unit uses specialised high temperature carbon fibre heating tubes only. For replacements, please call the technical helpdesk -- see warranty card.
Visible	Blown Carbon Fibre Tubes	Blown tubes are usually visible. Check for black or white discolouration at either end of the tubes.
Problem	Possible cause	Solution
Economy function failure	Heating function is not ON	PIR function is effective with LIVE heating only. Please turn on heating mode.
Not visible	PIR / PCB malfunction	Please call the technical helpdesk -- see warranty card.
Problem	Possible cause	Solution
Control Panel Inoperative	MasterLock is in operation Or Buttons stuck / PCB malfunction	See Masterlock Function page 9 to unlock the control panel Please call the technical helpdesk -- see warranty card.
Problem	Possible cause	Solution
Remote control inoperative	Battery dead	Make sure the red power indicator is visible otherwise you need to replace battery (Type CR2032).
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Troubleshooting guide		
Problem	Possible cause	Solution
ORANGE LEDs flashing	Safety Warning Indicator	If any or all of the 3 ORANGE LED Indicator Lights start to flash or flicker intermittently, this indicates a problem within the internal control systems of the unit. Please switch off the unit immediately, leave for 30 minutes and switch on again. If this continues to occur please call the technical helpdesk -- see warranty card.
Problem	Possible cause	Solution
Light not working (Apollo/Diana)	Power Switch OFF No Power to unit Safety Thermal Fuse in Operation. Safety Tip Over Switch Malfunction Lamp is faulty Heater not on a level Surface	Make sure the Power Indicator LED is on by turn Power Switch ON at the heater's back. Then press light button on control panel or remote control. Check the mains or the socket or plug's fuse (if there is) to restore circuit. Call the technical helpdesk -- see warranty card. Unplug and switch unit OFF.Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card. Safety Tip Over stuck in OFF position. Give the unit a rigorous shake which may reset the switch. If this does not rectify the problem, please call the technical helpdesk -- see warranty card. Replace as necessary. This unit uses specialised high temperature low energy lamps only. These are only available from the technical helpdesk -- see warranty card. Ensure Heater is situated on a level and solid surface.
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