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Uranus / Gaea / Vermount outdoor heater

Instruction Manual

EN

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.

- Children of less than 3 years should be kept away unless continuously supervised.
- 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.
- 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.
- 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.
- 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.
- Always disconnect your appliance from the mains before any cleaning.
- DO NOT use the heater in areas where petrol, paint, or other flammable substances are stored. Do not use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
- 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 0.8 metre from the front and 0.5 metre from the top and sides.
- Extreme care should be taken when the heater is used near children and pets.
- Do not use the heater with a programmer, timer or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.

Technical data

Model No.: UPH3000 / GPH2000 / VPH2000 or see Rating Label
 Power output : 2800W / 1600-1800W / 2000W 220-240V AC ~50/60Hz or see Rating Label
 Heater watts : 2800W / 1600-1800W / 2000W or as per Rating Label
 Cable length : 1-1.9m or as per outer box
 Gross weight : 10.5 / 17.4 / 9.3 kgs Net weight : 7.4 / 13.2 / 7.2 kgs
 Product Dimension: Uranus W127*D19.5*H18.8cm
 Gaea (Trapezoid Base) W41.5*D31.5cm & 135cm high
 Vermount W19.5*9.5*D14.7*H127cm

Before use, cleaning & maintenance

Before use This product has been designed for domestic and commercial use, to heat outdoor or indoor spaces using energy efficient carbon fibre infrared technology. It must only be used for its 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

Cleaning and maintenance

- To clean the heater use a soft cloth to wipe off any dust. 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.
- When the heater is not in use for a long period, clean and place in a cover and store in a dry place.
- 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.

Technical data

The product is IP55 weatherproof certified. It is designed to withstand tough rain conditions. We recommend that you should cover the product when not in use for long periods of time with a storage cover – please ask the seller if needed.

Box contents

A Uranus	B Gaea (Main body)	C 1 X Heater	D 1 X Metal plate for Base + 3 X Wing nuts and Washers	E 5 X Sleeve Anchors	F 1 X Fix Bracket, Fix screw and Washer (may be assembled on Body)
G Hang & Mount kit for Uranus: G, 2 X Ceiling Sleeve Anchor set with Chain I, 1 X Axle Screw & 2 X Nuts	H 1 X Mount Bracket	I 3 X Sleeve Anchors for Mounting	J 1 X Manual + Remote controller	K 1 X Storage cover (OPTIONAL)	

Remote control operation

Economy feature ON/OFF

Heating ON/OFF or 1/3, 2/3, 3/3 OFF (GPH2500/VPH2500/UPH3000*)

Time adjustment 1/2/3/4hrs/None
 Be operative while HEAT is on

Replace CR2032 battery

To avoid tampering, the heater is operated by its Remote ONLY. Operational range of remote is approx 4m (open air) as it is infrared only.

Description and features

There are Sponges protecting the heating tube & one Instruction Paper Card on the Grille. Remove them BEFORE USE.

Flocked Grille
The flocked grille is burns free for instant touch when the heater is in use.

Infrared heating elements
Carbon fibre technology. Low glare element satisfies you with a warm ambient glow yet provides the gentle healthy warmth against those intense ones emitted from golden tubes or helogen's.

PIR Economy sensor
PIR (Passive Infrared) economy feature automatically turns off the heating when there is no movement for approx 4 minutes.

Indicating panel
Different color indicators let you identify operation mode from distance.

SAFE-TOUCH SHELL
Temp of the surface DOES NOT exceed 60° C when in use. Extruded Aluminum lasts for good without rust.

Hand grip
Only move the appliance by hand grip to lift it.

Safety tip over switch inside
Appliance switches off if it tips-over. Return the unit to the upright position and switch on to continue using.

Power ON/OFF switch
Turn on to activate control panel and remote control.

Vermount
SAFE-TOUCH SHELL
Temp of the surface DOES NOT exceed 60° C when in use. Extruded Aluminum lasts for good without rust.

Hook
Simply slide into the Slot Bracket(D) provided to mount the heater vertically on the wall. Flush look never be seen before.

Flocked Grille
The flocked grille is burns free for instant touch when the heater is in use.

Uranus
Extruded Aluminum Shell
Extruded Aluminum lasts for good without rust. Temp of the surface DOES NOT exceed 90° C when in use – friendly to all kinds of construction materials.

Hanging Holes
Holes to catch the Chain(G) provided.

Built-in Bracket
Screw with the Mount Bracket(H) to horizontally mount at high place of wall.

Aluminum Grille
Elegant and rust free for good. Big vents let maximum heat out.

IP55 Weatherproof design

Indicating panel

POWER ECONOMY TIMER HEAT

Energy saving Indicator (Green in use) Remote Receiver (Orange in use) Heating Indicator (Red in use) (3 bulbs for GPH2000* /GPH2500/VPH2500/UPH3000*)

PIR sensor

PIR Economy function

The PIR economy feature enables the heater to automatically shut down its heating function when not in use. The PIR sensor constantly monitors people's movements up to a distance of 4 metres. If does not detect movement in 4 minutes, it will switch the heating off to be safe and economic. The heating won't be on afterwards unless you operate from the remote controller.

4M distance 180° Angle

POWER ECONOMY TIMER HEAT

Mounting instructions (Vermount)

Make sure your Vermount is mounted at least 10cm higher from the floor, 0.8Mitre away from other objects in front and 0.5Mitre away Left & Right side.

- Use the Sleeve Anchors(4 x J) to nail the Slot Bracket(D) on the wall vertically just like this picture. Recommended height: To mount your heater 25-40cm high from the floor, height of the Slot Bracket(D)'s upper edge on the wall shall be 85-100cm. Install the mains socket (bottom edge) 40-55cm vertically higher than the Slot Bracket's upper edge, you could easily store the cable behind the heater and make a great clean flush outlook of mounting. When wall mains socket is there already, to make a flush mounting, you need to vertically fix the Slot Bracket 8cm(minimum) below the socket's bottom edge. But make sure the Slot Bracket is at least 70cm high from the floor (see diagram left below).
- If you want to fix your heater on the wall to avoid theft, before you mount the heater, fasten the Fix Bracket(F) to the heater by its Fix Screw(I) – the Screw and Washer may be assembled on the Heater's body already. After mounting the heater, nail the Bracket on the wall by the Sleeve Anchor (1 x E) – see left picture. Otherwise, keep the Fix Bracket/its screw, washer for future use.
- Hold the Heater(A) vertically and insert the Hook on the back into the slot of the Bracket(D). To get the flush mounting, you need to plug in before slot the heater. Twist the cable into the heater's back and plug in (make sure the Power Switch is at OFF position when you do so). In this case, your mains socket's bottom edge shall be vertically 10-60cm higher than the Slot Bracket's upper edge.
- The gap between the heater and the wall is bigger than the cable's diameter. So plugging in a socket away from the heater is possible.

Recommended for easy cable storing in the slot at the Heater's back

40cm-55cm

70cm or Higher

Minimum 20cm

Floor/Ground

Minimum 10cm

Grille edge

Axle Screw

Grille edge

Minimum 10cm

Minimum 180cm

Floor/Ground

Mounting instructions (Uranus)

Make sure your Uranus is mounted at least 180cm high from the floor, 0.8Mitre away from other objects at its left and right side.

- Use the Sleeve Anchors(3 x J) to nail the Mount Bracket(H) on the wall vertically just like this picture. Recommended height: 180 – 350cm. To mount your heater at that height from the floor, height of the Mount Bracket(H)'s upper edge on the wall shall be 204-374cm.
- Insert the provided Axle Screw & Nuts(I) to connect the Heater(A) with the Mount Bracket(see left picture).
- Loose the Axle Screw(see right picture) to suit the Heater's projection angle (30° from standing wall) to the required area, then fasten it. DO NOT install the heater body slantwise or, the heat sensor may malfunction.

Minimum 10cm

Grille edge

Axle Screw

Grille edge

Minimum 10cm

Minimum 180cm

Floor/Ground

Hanging instructions (Uranus)

Minimum 5cm

Minimum 180cm (safe distance)

Maximum 400cm (effective distance)

Floor/Ground

Nail the ceiling anchors(G) to your ceiling. Put its cover, screw ring and chain before hook the chains with the Hanging Holes of the Heater(A). DO NOT install the heater body slantwise or, the heat sensor may malfunction. Make sure your Uranus is hanging at the safe distance instructed in the pictures.

Minimum 60cm

Base & unit assembly (for Gaea in separate Base packing)

Lie main body on its box to avoid scratching and for easy assembly with the ase.

Slide the Base Cover and Base(B) through the three bolts located on the bottom of main body(A). Securely fasten metal plate with the wing nuts and washers(C) in consequence as shown in picture shown above.

UP

UP

Minimum 10cm

Grille edge

Axle Screw

Grille edge

Minimum 10cm

Minimum 180cm

Floor/Ground

Trouble shooting

Problem	Possible cause	Solution
Heater won't operate (indicated by the absence of the BLUE POWER standby light being visible in the unit indicating panel display)	Power Switch OFF No Power to unit Safety Thermal Fuse in Operation.	Turn Power Switch ON. 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 (Gaea) Heater not on a level surface (Gaea)	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.
Power Cord Damaged		Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpdesk – see warranty card.

Troubleshooting guide

Problem	Possible cause	Solution
Heat tubes not working (indicated by the presence of the BLUE POWER standby light, the RED HEAT light being visible in the unit indicating 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 tube that is faulty: 1) Push the remote HEAT button again just to check the tube doesn't heat up. 2) If still not heating – check if the RED HEAT light on the Indicating Panel is on? If the light is ON then the tube has blown. Replace the Tube. If not then wait 30 minutes for unit to auto-reset and switch on after. Repeat if necessary. If this continues to occur please call the technical helpdesk – see warranty card.
Blown Carbon Fibre Tubes		This unit uses specialised high temperature carbon fibre heating tubes only. For replacements, please call the technical helpdesk – see warranty card. blown tubes are usually visible. Check for black or white discoloration at either end of the tubes.
RED HEAT flashing	Safety Warning Indicator	If the HEAT light starts 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.
Economy function failure (GREEN ECONOMY light on visible when ECONOMY button pressed from the remote)	Heating function is not ON PIR / PCB malfunction	PIR function is effective with LIVE heating only. Please turn on heating mode. Please call the technical helpdesk – see warranty card.
Remote control inoperative	Battery dead	Make sure the Blue power indicator is visible otherwise you need to replace battery (Type CR2032/CR2025). Remove and replace the battery according to the instruction on Page 3.