



# Riesling 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.**

- 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 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. In order to avoid overheating, do not cover the heater.
- 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.
- 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. Heater should not be positioned directly under a socket outlet.
- The front grille is intended to prevent direct access to the heating elements and must be in place when the heater is on. The electrical cord must be fully unwound before use.
- This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if, they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children should not play with the appliance. Cleaning and maintenance should not be attempted by children without supervision.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- 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.
- WARNING: This heater is not equipped with a device to control the room temperature. 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.

### Before use, cleaning & maintenance

**Before use**  
This product has been designed for domestic and commercial use, to heat 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.masonshek.com](http://www.masonshek.com)

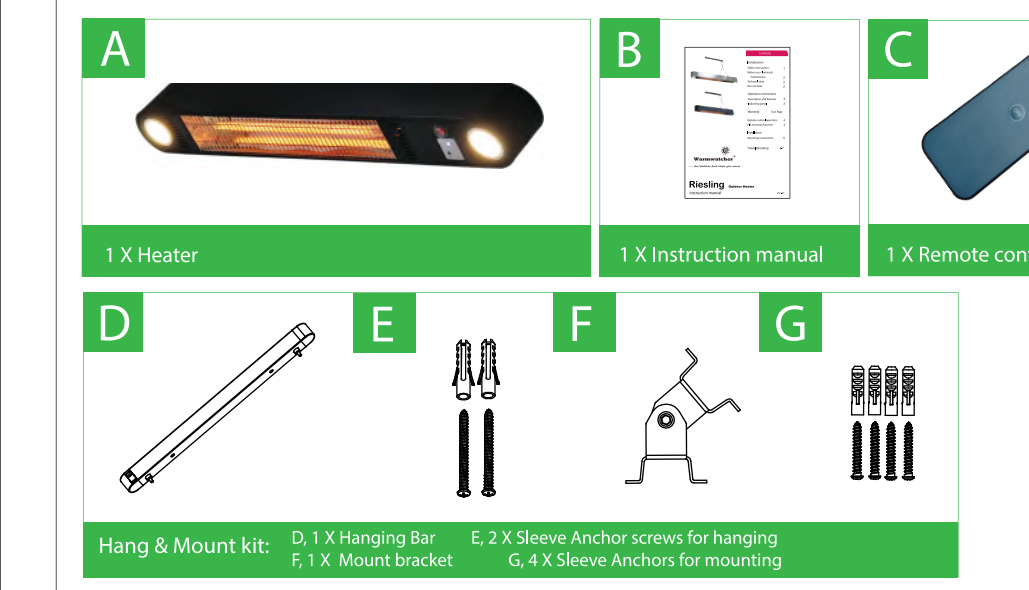
**Cleaning and maintenance**  
Before cleaning or changing heating tubes, turn the heater off, unplug from the power supply and wait for the unit to cool down.  
1. To clean the heater use a soft cloth to wipe off any dust.  
2. If the heater is very dirty, use a damp cloth and wipe dry. Do not use any 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 cover it.

### Technical data

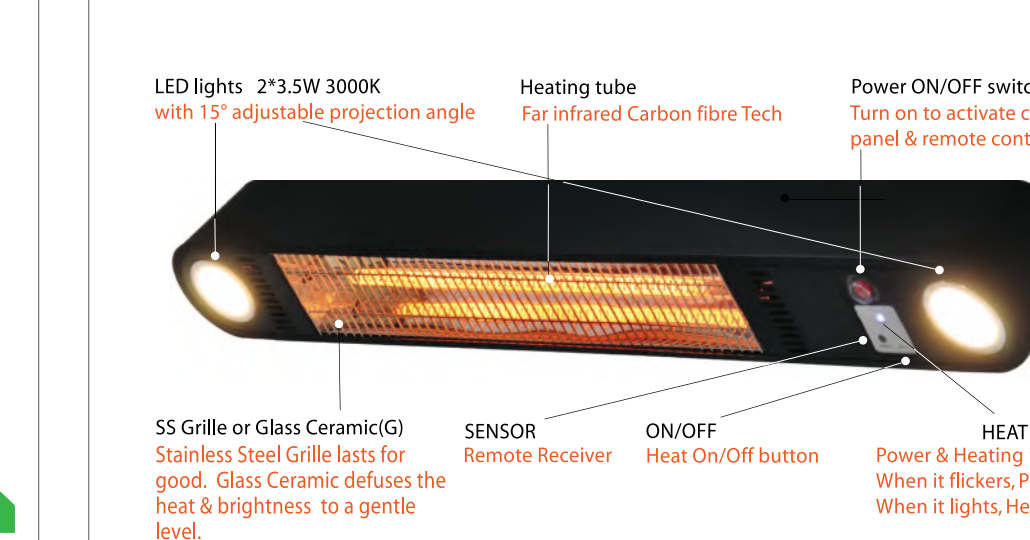
Model No.: RHT031L(G) / RHT031(G) or see Rating Label  
Power output : 1300-1500W 110-240V AC ~ 50/60Hz or see Rating Label  
Heater watts : 1300-1500W or as per Rating Label  
Lamp watts : 2\*3.5W LED / None  
Cable length : 1.9m or as per outer box  
Gross weight : 4.4kgs / 3.7kgs Net weight : 3.7kgs / 3.0kgs  
Product Dimension: L100\*W9\*H10cm / L80\*W9\*H10cm



### Box contents



### Description and features

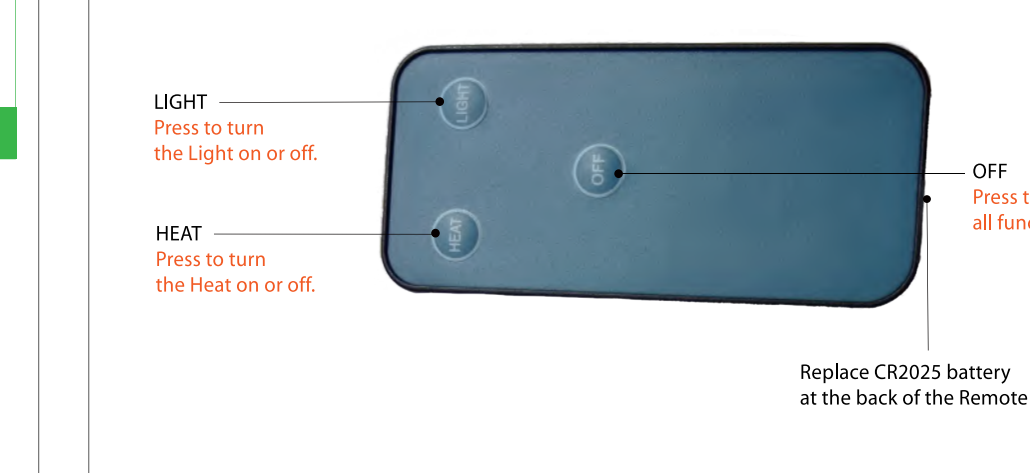


The product is IPX5 weatherproof certified. We recommend that you should cover the product when not in use for long periods of time.



### Remote control operation

You need to turn on the Power Switch before you can operate from the Remote Controller. Operational range of remote is approx 4m (open air) as it is infrared only. There is a plastic slice at the end of the Remote Controller for insulating the battery. Pull it out when in use and insert it back when not to last the using time of the battery.



### WiFi & Bluetooth (for the applicable model only)

If your model has Wifi & Bluetooth function, you may control your heater from a mobile phone.

Download the App  
Search the App Store in your mobile phone, find the "Smart Life" and download it or, scan the QR code on the right to download the app.



Register an account  
1. Tap Sign Up and carefully read and agree on the User Agreement and Privacy Policy to go to the Register page.  
2. Register an account with an email address or mobile phone number. The State/Region field value is automatically specified and can also be manually changed. However, after the account is registered, this field value cannot be changed. Tap Get Verification Code.  
3. Enter the returned verification code to navigate to the password setting page. Set a password as required and tap Done.

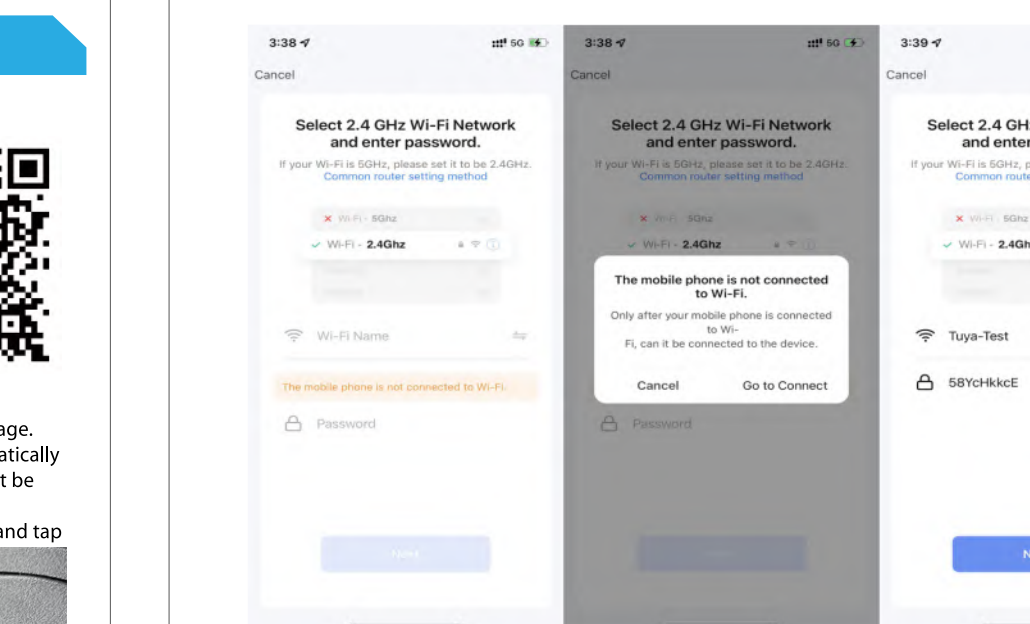


Log in with the app account & add the heater  
1. Turn on the Power Switch of the heater. Then press and hold the ON/OFF Function button until the Indicator pilot flashes blue and red alternately, showing the heater is detecting signals.

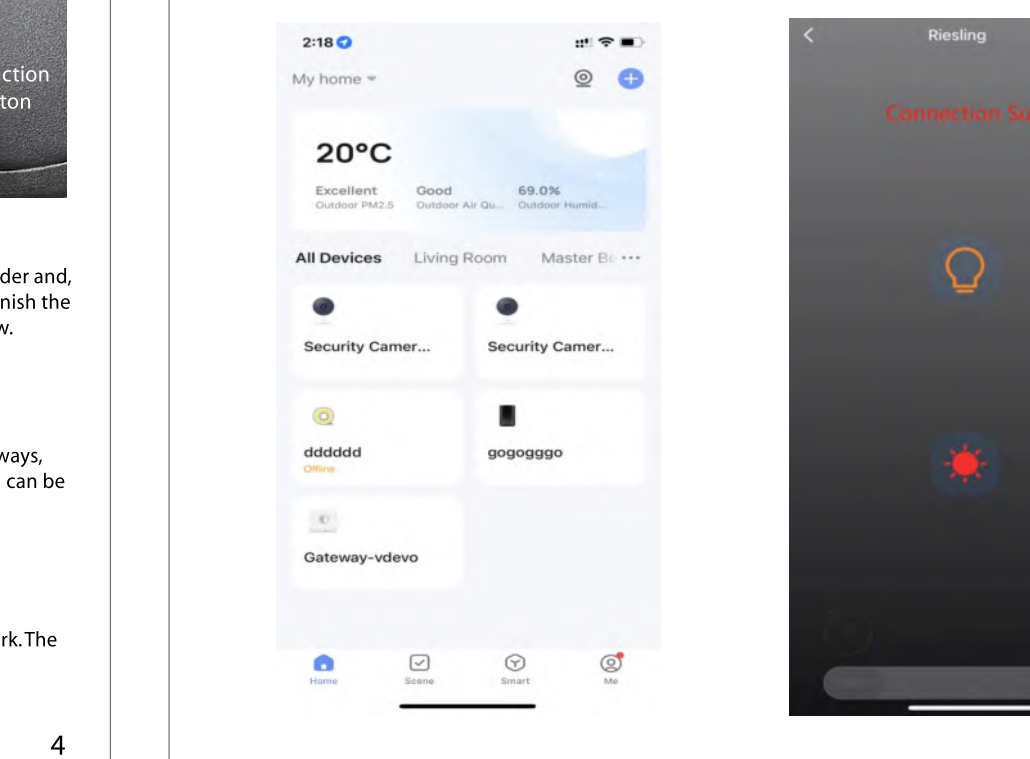
2. Shift your mobile phone to the same WiFi the heater is under and, search the heater. Add it and enter the WiFi password to finish the connection. You can control the heater from your App now.

3. This method enables simultaneously searching for multiple devices, including WiFi devices, Bluetooth gateways, Bluetooth mesh devices, Zigbee gateways, and Zigbee devices connected to the gateway. All devices found can be added with one tap.  
4. If the search time is out and no devices are found, follow the instructions to manually add the heater.

Manually add Wi-Fi devices  
Select a device type. On the page that appears, enter the password for connecting to the 2.4 GHz Wi-Fi network. The location permission must be granted to automatically find Wi-Fi networks.

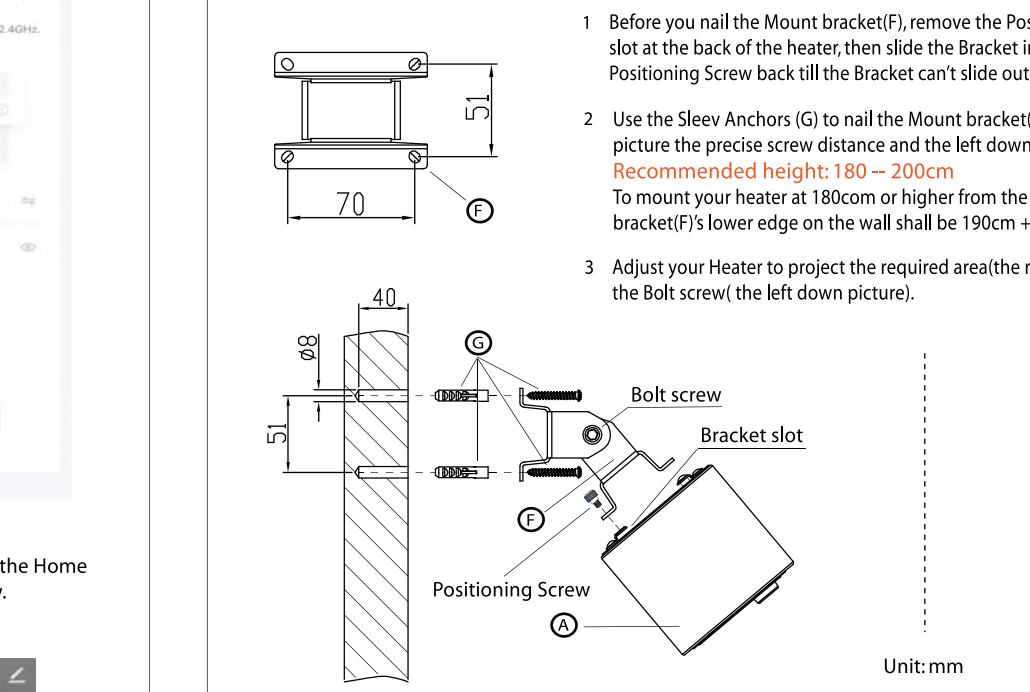


Control heater  
After a smart heater is added, a heater tile that contains the heater icon appears in the device section on the Home page. Tap the heater tile to enter the control panel of the smart device. The control panel looks like below. Tap the single of lamp, sun or clock to get the function ON or OFF of LED, Heat and Timer respectively.



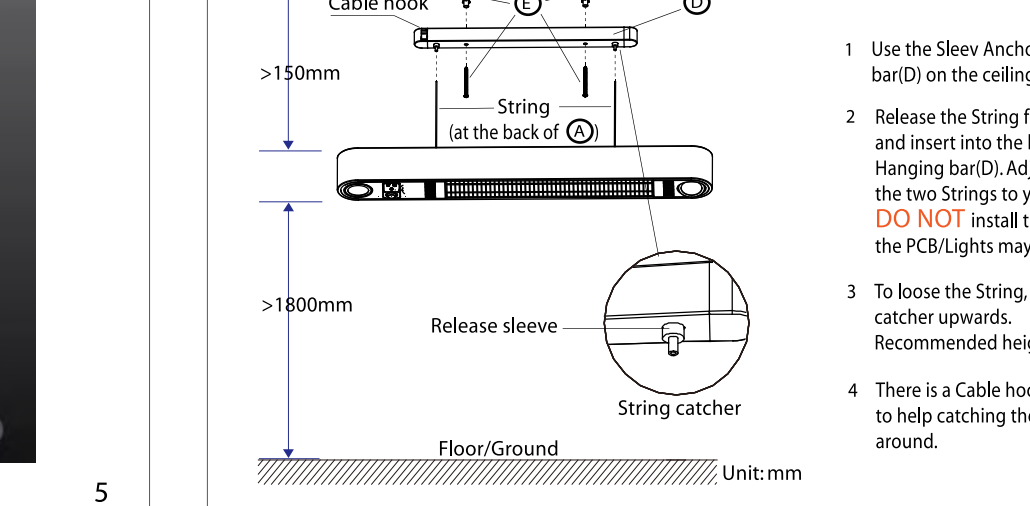
### Mounting instructions

Make sure your heater is mounted at least 180cm high from the floor and 0.5Mitre away from other objects.



### Hanging instructions

Make sure your heater is hung at least 180cm high from the floor and 0.5Mitre away from other objects.



- Use the Sleeve Anchors (E) to nail the Hanging bar(D) on the ceiling. See the left picture.
- Release the String from the back of the Heater(A) and insert into the hole of String catcher on the Hanging bar(D). Adjust the length and balance of the two Strings to your needs. **DO NOT** install the heater body slantwise or, the PCB/Lights may get damaged by its heat.
- To loose the String, press the Sleeve of the String catcher upwards. Recommended height: 180 -- 200cm
- There is a Cable hook on the Hanging bar(D). It is to help catching the power cable from being left around.

### Troubleshooting

Problem	Possible cause	Solution
Heater won't operate (indicated by the absence of the HEAT indicator on the panel)	Power Switch OFF	Turn Power Switch ON.
Not visible or flickering	No Power to unit Power Cord Damaged	Check the mains or the electrical socket to restore circuit. Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpdesk -- see warranty card.
Heat tubes not working (indicated by the presence of the HEAT indicator on the panel)	Tube Failure	Firstly try the following procedures to ensure it is in fact that the tube is faulty. 1) Press the remote HEAT button again just to check the tube doesn't heat up. 2) If the HEAT indicator on the panel only flickering -- the remote may be out of battery. Press the ON/OFF button on the panel until the tube has blown. Replace the Tube. 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 or flickering	Blown Carbon Fibre Tubes	Blown tubes are usually visible. Check for black or white discoloration at either end of the tubes.
Light not working RHT031L(G)	Remote is out of battery	Lights can be turned on/off only from the Remote Controller. Replace the battery (Type CR2025) and if the problem continues, replace the Remote Controller.
	Faulty LED	If one of the two LEDs is not working, replace it. If both not working after above curement on the Remote, please call the technical helpdesk -- see warranty card.
Remote control inoperative	Battery dead	Make sure the blue indicator (HEAT) is visible otherwise you need to replace battery (Type CR2025). Remove and replace the battery according to the instruction on the back of the Remote controller.