

# HEATSCOPE FAQ'S

HEATSCOPE®

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## TECHNOLOGY

### **What is infrared radiant heating technology?**

It's a natural and efficient form of heating where the appliance radiates electromagnetic waves uniformly like sunbeams, providing a pleasant and targeted warmth to the surfaces of objects and people within the space.

### **Is the radiation emitted by infrared heaters dangerous?**

No. The heaters produce a soothing red glow which is less aggressive than red light used in conventional heaters.

### **What type of infrared waves are produced by other heaters available in the market?**

Other infrared heaters work with short waves, and produce heavy red light with an unnatural, uncomfortable heat.

### **What type of heating waves does a HEATSCOPE® heater produce?**

HEATSCOPE® heaters work in the medium wavelength producing a very pleasant warmth and barely any perceptible light - especially with Pure and Vision models. The Spot model works with the fast medium wave, this means it will heat quicker and with a touch of more light. It's the best option for outdoor spaces where there is more movement of air.

### **Is there any heat loss with infrared radiant heaters?**

There is hardly any heat loss, unlike with conventional electric heaters and gas patio heaters. In fact they are very economical and will produce maximum heat output in less than 60 seconds.

### **Why is HEATSCOPE® heater better than other outdoor electric heaters?**

All HEATSCOPE® heaters are manufactured in Germany with state-of-the-art technology, and they combine the best in design and heating efficiency. The warmth you feel from a HEATSCOPE® radiant heater is much more comfortable and less harsh on your skin due to the reduced light. This means your home is using a greener and smarter heater with guaranteed quality for years to come.

### **Why are carbon fibres better than other heating elements?**

The carbon fibre elements used on HEATSCOPE® heaters have a lifespan of at least 10,000 operating hours - this is much longer than tungsten, halogen light tubes or quartz elements used in other heating systems. Also they produce immediate and comfortable heat when and where you need it.

### **What's the main advantages of HEATSCOPE® heaters compared to gas powered appliances?**

HEATSCOPE® heaters are simpler to install, giving you more freedom and flexibility in designing your outdoor space. The HEATSCOPE® range doesn't require a gas connection, they don't produce harmful emissions, and you won't have issues with ignition, gas pressure, or hoses which can kink or crush over time. They are smarter and greener appliances with the latest in design and technology, providing you with a whole new level of comfort and peace of mind for many years to come.

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## INSTALLATION

### Can I install the heater myself?

HEATSCOPE® Heaters must be installed by a licensed electrician in accordance with the installation and instruction manual.

### Are HEATSCOPE® Heaters supplied with a plug?

No, they are supplied with a power cable and must be hard wired to the electrical circuit.

### Can they be installed in residential and commercial environments?

Yes, HEATSCOPE® heaters are designed to be installed in both residential and commercial spaces.

### What is the minimum height clearance required?

The lower edge of the heater must be at least 1800mm from the ground for wall mounted installations, and 2000mm for ceiling mounted.

### What's the advantage of installing a Wi-Fi switch?

If you choose the optional wall switch with Wi-Fi connectivity, then you can use your smartphone to turn the HEATSCOPE® on or off. It's a simple and efficient solution, making outdoor heating easier and more comfortable.

### Can my radiant heater be installed near a power outlet?

The heater must not be installed directly below a power source/socket, and the sides of the unit must be at least 20cm from the nearest power source. For further details, please refer to the installation manual.

### Can I install the HEATSCOPE® Heater in my bathroom?

The heater must not be installed in rooms where there is high humidity (bathroom, spa, etc) or in close vicinity to bathtubs, showers or pools.

### Can HEATSCOPE® heaters be mounted directly on a wooden structure?

HEATSCOPE® infrared heaters are supplied with optional mounting accessories such as extension rods. When used, it is safe to mount the appliance to the wood supporting structure as it provides the minimum clearance from combustible materials.

### Can all HEATSCOPE® heaters be mounted on the wall or ceiling?

Yes. All models are supplied with a bracket for wall or ceiling mounting.

### Can I cover my HEATSCOPE® Heater?

No, never cover the appliance nor enclose it with insulating or similar materials. Adequate ventilation surrounding the heater must be ensured at all times.

### Do you have a recommended installer?

Our retailers can assist you with installation. Alternatively, you can contact a licensed electrician in your area, and they will provide you with a quote to install your HEATSCOPE® Heater. If your electrician has any questions, please contact our office on (02) 9997 3050 between Monday to Friday during business hours.

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## OPERATION

### What comes included with a HEATSCOPE® heater?

Each model includes a bracket to mount your heater to the wall or ceiling, an installation manual and warranty certificate.

### Where is the power cable of the infrared heater located?

For Vision and Spot models, the power cable is located on the side of the appliance. Pure is equipped with a cable latch for ease of installation.

### How do you turn the heater on?

Your HEATSCOPE® Heater needs to be connected to an electrical circuit. It can then be turned on via a wall switch, a remote control or a smartphone. Please check our optional accessories available.

### Is a remote control included?

The remote control is optional for all models and it works via WiFi. Internet connection is required, plus the Dual Wifi Smart Switch and Zigbee Bridge (optional accessories).

### How does the remote control work?

The remote control has 2 buttons so you can choose to turn on/off each carbon heating element individually for 50% or 100% heat. Alternatively, you can use your smartphone or tablet as remote control via the eWeLink app.

### Is the heat output adjustable?

HEATSCOPE® heaters have two options to adjust to your heating needs: 100% and 50%. You can adjust the setting from your wall switch, remote control or smartphone.

### What heating accessories are available?

We have a range of optional accessories to help you achieve your project needs:

- The Dual WiFi Smart Switch allows you to connect the heater to a smartphone or tablet.
- The Zigbee Wireless Switch (Remote Control) and Zigbee Motion Sensor provide excellent range, and all these accessories will work anywhere in your home when WiFi is available.
- We also offer a weather shield to help protect your appliance from outdoor elements if they are not under cover.

Please visit our website for more details on the available accessories.

### How many amperes does HEATSCOPE® heaters draw?

Spot – 12.17 amps at 100% power

Vision – 13.91 amps at 100% power

Pure – 13.04 amps at 100% power

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## How much power do HEATSCOPE® heaters consume?

HEATSCOPE® Heaters are energy efficient appliances, for consumption please follow the table below.

Model	kW consumption per hour	Running cost per hour	Running cost per year
SPOT 2800W	2.8 kW-h	\$0.56	\$100.80
VISION 3200W	3.2 kW-h	\$0.64	\$115.20
PURE 3000W	3.0 kW-h	\$0.60	\$108.00

Note:

1. Calculations of hourly running cost is based on electricity tariff in New South Wales - \$0.20 cents/kW-h
2. Calculations of running cost per year are based on 180 hours of usage per appliance.

## MAINTENANCE

### How do I clean my HEATSCOPE® Heater?

To clean the appliance, you will need to disconnect the radiant heater from the power supply at least 1 hour after operation. Make sure the heating elements are not glowing anymore before you do this. To wipe off any dirt or dust to the exterior housing, only use a soft damp cloth.

### How long do the dual carbon rods (HEATSCOPE® Vision and Spot) last?

The heating elements can have a useful life of at least 10,000 hours of operation.

### How do I replace the carbon element fibres of my HEATSCOPE® heater?

Changing the carbon fibre elements of the HEATSCOPE® heater must not be done by yourself. You will need to engage a licensed electrician to perform the service.

### What happens if my appliance requires service? Who do I contact?

Please contact our helpdesk team on (02) 9997 3050 between Monday to Friday during business hours. Make sure you have the model details and a copy of the purchase invoice with you.

## WARRANTY

### How long is the warranty period?

All HEATSCOPE® products are covered by a 24 month warranty from the date of purchase for both residential and commercial installations.