

## WARRANTY

**THREE YEAR WARRANTY.** We warrant the model covered in this manual to the original user against any defects in workmanship or materials under normal use for a period of three (3) years from the date of purchase. However, this warranty excludes damages resulting from normal wear and tear, motor burnout, incorrect use, incorrect installation, and any consumable parts.

If any part of the product is found to be defective in material or workmanship and returned to an authorised party, we will repair or replace the defective part. Please note that in the first instance, you should contact your retailer or supplier for details on how to claim a warranty repair or replacement.

Please be advised that our warranty does not cover damages resulting from misuse, abuse, or any modifications made to the product. Additionally, any repairs or replacements made outside of our authorised service centres will void the warranty.

By purchasing and using our product, you acknowledge and accept the terms of this warranty. We reserve the right to determine the validity of any warranty claims and to amend or revoke this warranty at any time without prior notice.

**PRODUCT SUITABILITY:** We understand that various jurisdictions have their own codes and regulations that govern the sales, construction, installation, and/or use of products for specific purposes. While we strive to ensure that our products comply with these codes and regulations, we cannot guarantee compliance nor be held responsible for the installation or use of our products.

We strongly advise that you review the product application and all applicable national and local codes and regulations before purchasing and using our products. It is your responsibility to ensure that the product, installation, and use are in compliance with these codes and regulations.

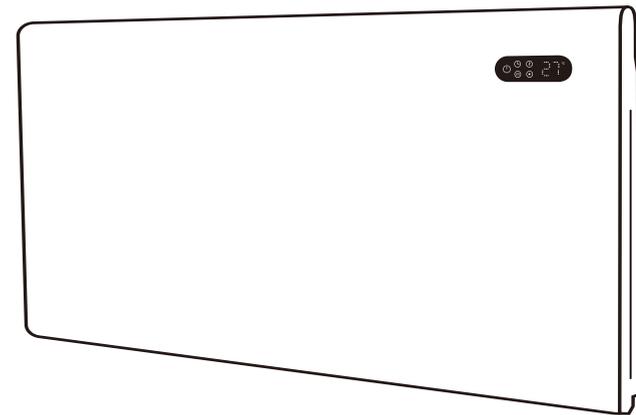
By purchasing and using our products, you acknowledge and accept the responsibility for complying with all applicable codes and regulations. Our warranty does not cover any damages or liabilities resulting from non-compliance with these codes and regulations.



# NiDO Steel

## Ultra-Slim Panel Heater

### User Manual



Please read and save these instructions

**Everything Electrical®**

## BEFORE FIRST USE

Read and follow all the instructions in this manual even if you feel you are familiar with the product, and find a place to keep it handy for future reference.

For your convenience, record the complete model number (located on the product identification plate) and the date you received the product, together with your purchase receipt and attach to the warranty and service information. Retain in the event that warranty service is required.

NOTE: The rating of this product (as marked on the product identification plate) is based on specific loading tests. Normal use or the use of other recommended attachments may draw significantly less power.

### IMPORTANT SAFEGUARDS

When using any electrically powered product, basic safety precautions should always be followed, including the following:

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE USING THE PRODUCT.



**WARNING - to reduce the risk of fire, electrical shock or injury to persons or property:**

- Read all instructions before using this appliance and keep them for future reference.
- Use only the voltage specified on the rating plate of the heater.
- Do not cover or restrict airflow to the inlet or exhaust grilles in any manner as the appliance may overheat and become a fire risk.
- Do not cover grilles, block entry or exhaust of airflow by placing appliance against any surface. Keep all objects at least 1 meter from the front, side and rear of the appliance.
- Do not place the appliance close to a radiant heat source.
- Do not operate in areas where gasoline, paint or other flammable liquids are used or stored.
- This appliance heats up when in use. To avoid burns, do not let bare skin touch hot surface. Switch off and allow to cool before moving.
- Do not use the appliance to dry clothes.
- Do not insert or allow foreign object or metal utensils to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
- Do not immerse in liquid or allow running into the interior of the appliance, as this could create an electrical shock hazard.
- Do not reach for an appliance that has fallen into water. Switch off at supply and unplug immediately.
- Do not operate any appliance with a damaged cord, plug or after the appliance malfunctions or has been dropped or damaged in any manner. Return to a qualified electrical person for examination, electrical or mechanical adjustment, service or repair.
- Do not operate appliance with wet hands.
- The most common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning air vents and grilles.
- Do not use this appliance in a window as rain may cause electric shock.
- Do not use abrasive cleaning products on this appliance. Clean with a damp cloth (not wet) rinsed in hot soapy water only. Always remove plug from the mains supply before cleaning.
- Do not connect the appliance to the mains voltage until completely assembled and adjusted.

## ELECTRICAL WASTE RECYCLING

### Providing solutions to your requirements

All our equipment comply with EU WEEE Directive (2012/19/EU) and bear the classification symbol for waste electrical and electronic equipment (WEEE).

The equipment have been manufactured with high quality parts and materials which can be reused and are suitable for recycling. Therefore do not dispose the equipment with normal household waste at the end of its service life, but return to Velair Group for recycling.

Velair Group takes its responsibilities under the WEEE Regulations extremely seriously and has taken steps to be compliant in line with our corporate and social responsibilities.

In the UK, Velair Group has joined a registered compliance scheme with Valpak. Velair Group Registration number is RM10064

### Disposal and Recycling of old equipment.

Business Users

### WEEE RETURNS

1st July 2007 saw the introduction of the WEEE Regulations 2006 and this will have a major impact on the way we deal with end of life electrical and electronic equipment (eee) in the UK.

From that date the producer (manufacturer or importer) of the equipment has a duty to treat and recycle products which they have put on the market. This means that our business customers will be able to dispose of equipment in an environmentally friendly way.

The rules concerning what can and cannot be collected are complex and that is why we have decided to make things as simple as possible for our customers.

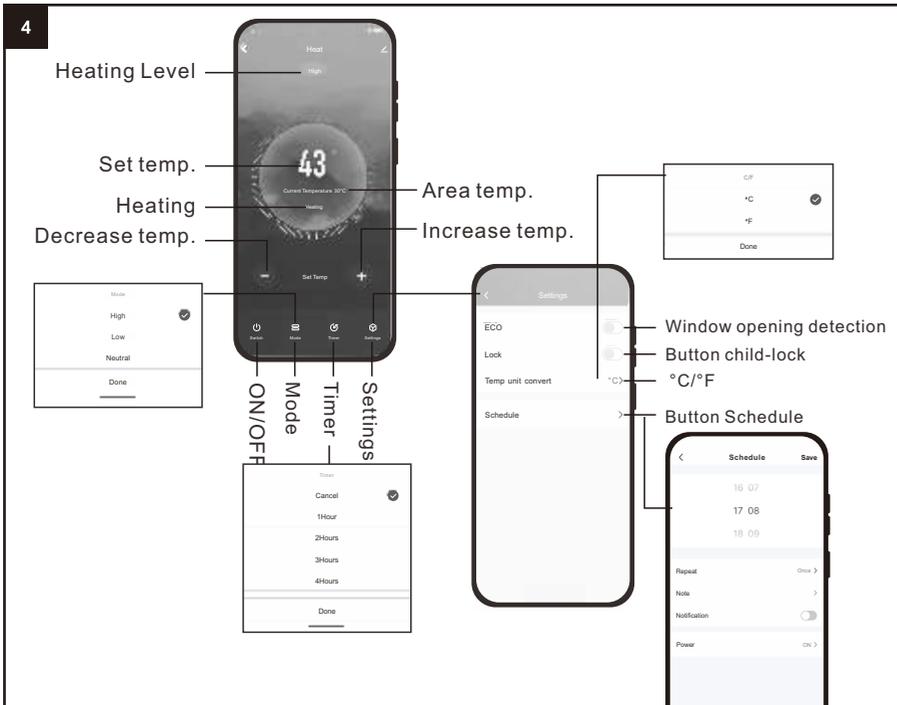
Which WEEE is what?

1. If the equipment is marked with a crossed out wheelee bin with a bar underneath then it is the responsibility of the producer who manufactured or the supplier who imported it to recycle the products. It is a legal requirement to display this symbol on all eee placed on the market after the 13 August 2005
2. If there is no wheelee bin there are two possibilities, either it will be the responsibility of the end user, or if you have purchased a direct replacement for the item it will be the responsibility of the manufacturer who is supplying the NEW equipment.
3. All producers/importers of equipment should by now have joined a Compliance Scheme and it is the schemes that will organise to treat and recycle the end of life equipment from the end users.

Velair Group are members of the Valpak Compliance Scheme.

Please return our end of life equipment to:  
Velair Group, 2E Queensway, New Milton, BH25 5NN.





## CLEANING INSTRUCTIONS

### Cleaning behind the heater

It is very easy to clean behind it. Holding both sides of the heater, lift upwards and then pull forwards. The heater requires regular cleaning, to ensure trouble-free operation:

- Isolate the power supply to the heater before cleaning.
- Ensure that the heater has been allowed to cool down completely before cleaning.
- Use a damp cloth (not wet) to wipe the exterior of the heater to remove dust and dirt.
- Use a vacuum cleaner to remove dust and fluff from around the grilles. (Failure to do this may cause discoloration)
- Ensure the heater is dry before connecting back into the mains supply.

## SERVICE

If you require service, contact your local dealer.

## REPLACEMENT OF SUPPLY CORD

If the supply cord is damaged, it must be replaced by a service agent or equivalent qualified person, in order to prevent a hazard.

## STORAGE

If you do not plan to use the heater for extended periods of time, it is recommended that the heater is cleaned and then stored (preferably in its original packaging) in a cool dry place.

- This appliance is not intended for use in outdoor locations.
- Do not use this appliance in the immediate surrounds of a bath, a shower or a swimming pool or other liquids.
- Always operate upright.
- Switch off and allow cooling before moving.
- Do not operate with cord coiled up as a build up of heat is likely, which could become a hazard.
- The use of an extension cord with this appliance is not recommended.
- Do not remove plug from power socket until the appliance has been switched off.
- Do not remove plug from power socket by pulling the supply cord-always grip plug.
- Always unplug appliance when not in use.

**CAUTION:** This product is NOT suitable to be used on long pile carpets or Flokati rugs.

- Do not allow cord to come into contact with heated surface during operation.
- Do not run cord under carpeting, rugs or runners etc. Arrange cord away from traffic areas so that it will not be tripped over.
- Do not twist, kink or wrap the cord around the appliance, as this may cause the insulation to weaken and split. Always ensure that all cord has been removed from any cord storage area.
- Do not use outdoors or whilst standing on a damp floor.
- Do not store appliance while it is still hot.
- This appliance is not intended for use by young children or infirm persons without supervision.
- Young children should be supervised to ensure they do not play with the appliance.
- The appliance must not be located immediately below a socket-outlet.
- Do not use this appliance with another programmer, timer or any other device that switches the heater on automatically, since a fire risk exists if the appliance is covered or positioned incorrectly.
- All covers of this appliance are intended to prevent direct access to the heating elements and must be in place when the appliance is in use.



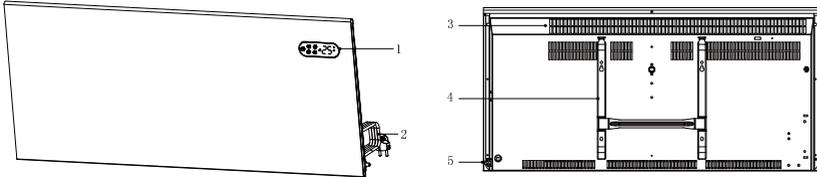
**WARNING:** In order to avoid overloading, do not cover the heater.

- To reduce the risk of electric shock, do not immerse or expose the product or flexible cord to rain, moisture or any liquid.
- The fireguard does not give full protection for young children and for infirm persons.
- If the supply cord is damaged, it must be replaced by a qualified electrical persons in order to avoid a hazard.
- Do not use this appliance outdoors or on wet surfaces Avoid spilling liquid on the appliance.

**CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such a timer, or connected to a circuit that is regularly on and off by the utility.

- Use this appliance only as described in this manual. Any other use is not recommended by the manufacturer and may cause fire, electric shock or injury.
- This appliance is intended for household use only and not for commercial or industrial use.

## PRODUCT OVERVIEW

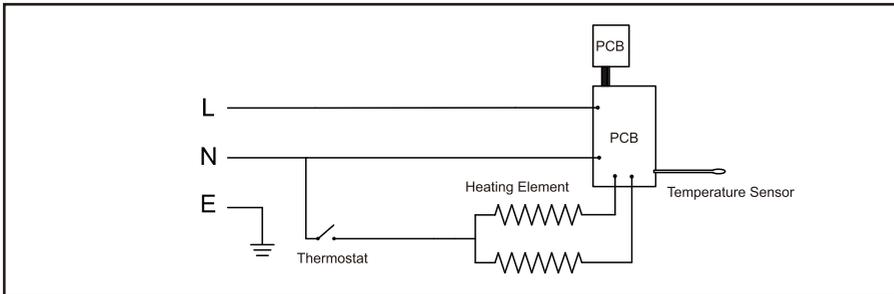


- 1. Control Panel
- 2. Power cord
- 3. Air Outlet
- 4. Wall mounted bracket
- 5. Temperature Sensor

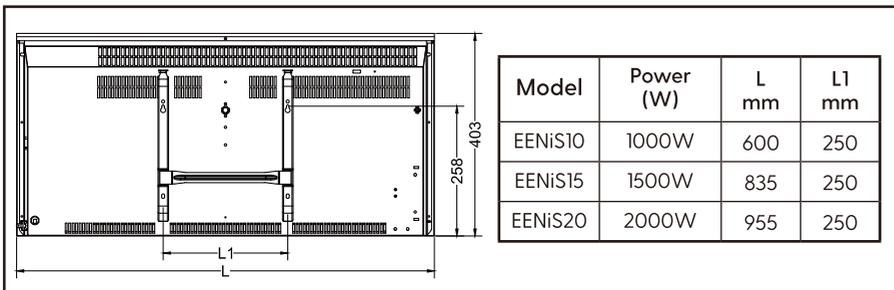
## SPECIFICATIONS:

Model Number	EENiS10	EENiS15	EENiS20
Rated Power	1000W	1500W	2000W
Rated Voltage	220-240V~ 50/60Hz		
Dimensions (mm)	600 x 52 x 403	835 x 52 x 403	955 x 52 x 403

## CIRCUIT DIAGRAM:

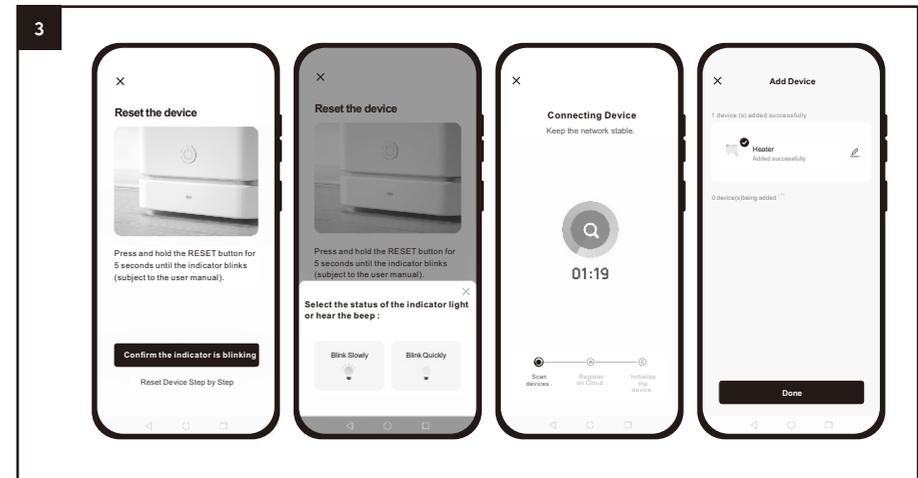
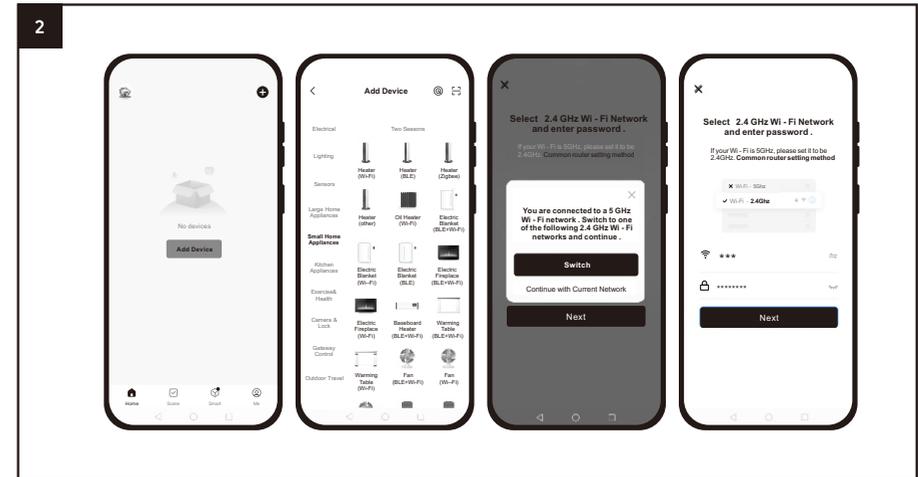


## MOUNTING GUIDE



## SMART LIFE APP SET UP\*

\*WiFi Model Only:



## TROUBLESHOOTING

If your heater fails to operate and alarm, please follow these instructions:

Display	Problem	Troubleshooting
E1	Temperature sensor is abnormally disconnected	Send it to service center for reparation directly.
E3	High temperature alarm	Keep heater away from other heat sources.
E4	Open window detection	Close the windows, restart the heater.
E5	Heater is tipping	Keep heater stood well.

## SMART LIFE APP SET UP\*

\*WiFi Model Only:

### 1 Download Smart Life App

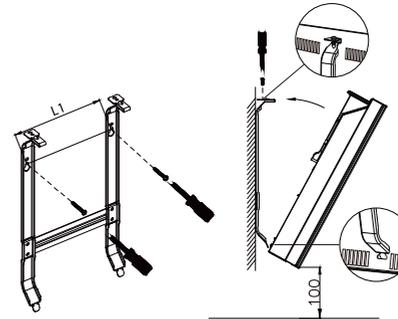
Scan the QR code below for a simple download using your smart device. Alternatively, search 'Smart Life' on your device application store to download.



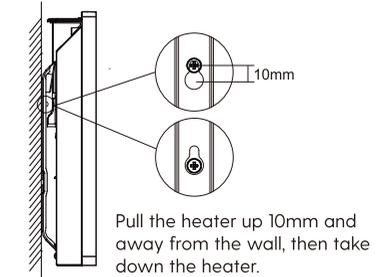
## CONNECT HEATER:

1. Enter the interface.
2. Click the + icon in the upper right-hand corner or alternatively press Add Device.
3. Go to Small Home Appliances and select Heater.
4. Enter the corresponding password of the chosen Wi-Fi network account.
5. In heating mode, press button 3 (🌞) for 5s, WiFi setting is reset with its indicator blinking rapidly (twice per second). WiFi is now initiated.
6. Set the device information and press Done to enter the control interface where you will now be able to control the heater.

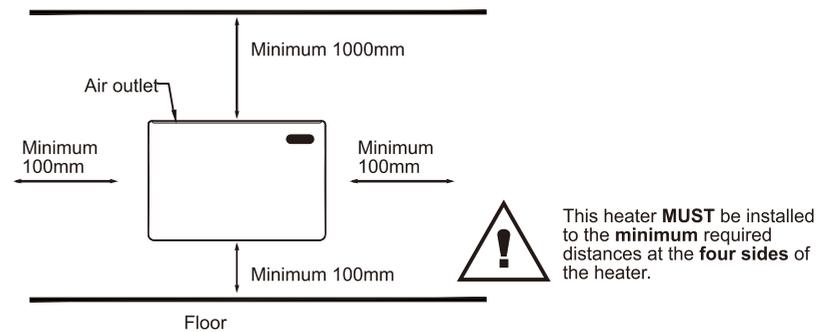
## WALL MOUNTED MODE



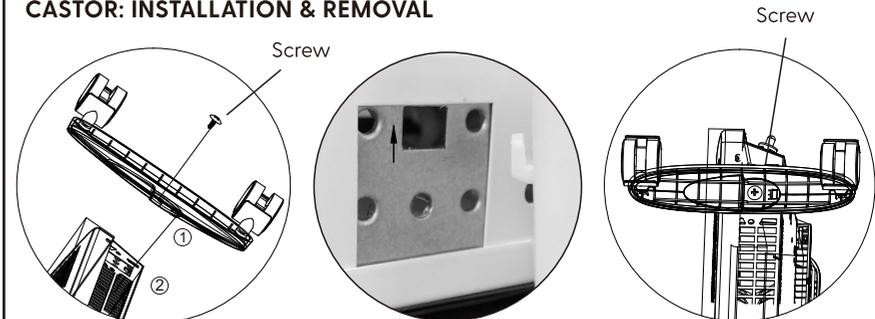
## TAKE DOWN THE HEATER FROM WALL



## CEILING/PICTURE FRAME



## CASTOR: INSTALLATION & REMOVAL



### INSTALLATION:

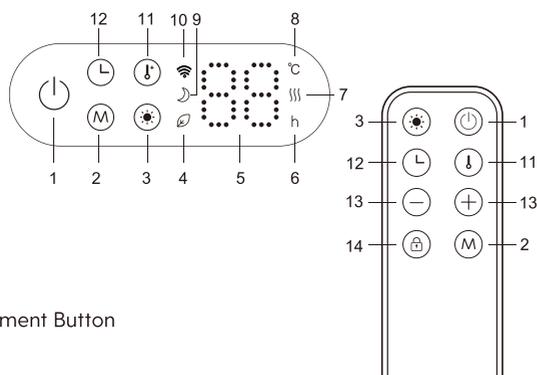
Insert component "①" into hole "②", push upwards to align the screw hole, and tighten the screw.

### REMOVAL:

Take out the screw and remove the castor.

## CONTROL PANEL

1. Power Button
2. Mode Setting
3. Heating Power
4. ECO Mode Indicator
5. Digital Display
6. Timer Indicator
7. Heating Indicator
8. Temperature Indicator
9. Sleep Mode Indicator
10. WIFI Mode Indicator
11. Temperature Setting Button
12. Timer Button
13. Upwards/Downwards Adjustment Button
14. Child Lock Button



## OPERATION

### TO BEGIN:

1. Take out the heater from the carton carefully, and save the carton for off-season storage.
2. Ensure the heater is fully assembled according to the Mounting Guide.
3. It's recommended not to use the same electric outlet as other high wattage electrical appliances in order to avoid overloading your circuit.

### TURN ON:

- Plug in the heater. The power indicator lights up and the heater is in stand-by mode indicated by a short beep. Press power button 1 to turn on the heater with buttons 1/2/3/11/12 on. Then the product starts working.

### TEMPERATURE SETTING:

- The default temperature is factory-set to 35°C.
- Press button 11, temperature indicator flashes and its setting is activated. Press button 11 again to select desired temperature (5°C to 45°C). Or Press 11 on the remote and then press upwards/downwards adjustment button for required temperature. (Setting temperature should be higher than room temperature).
- Leave it for 5s, heater saves the settings automatically and starts heating with Button 7 lights on, while display screen switches to show between heating power and current room temperature. In working mode, indicator 7 lights on when high heating and off when not heating.

### HIGH/LOW HEATING SETTING:

In working mode, press button 3 to select low heating power and high heating power. P1 shows when working at low heating power, while P2 shows when working at high heating power.

### TIMER SETTING:

- Press button 12, setting time is displayed while timer indicator flashes. Press button 12 again to select working hours (0 hour-24 hours), or press 12 on the remote and then press up/down adjustment button to set required timer.
- Leave it for 5s, heater saves the settings automatically and starts to time, while the display switches to show between heating power, current room temperature and timer. Indicator 6 lights on when display switches to show timer.

### CHILD-LOCK SETTING:

- In working mode, Press button 2 or 14 on the remote for 5s, system is locked with "[ ]" displaying. No setting can be changed at this time. After 3s, display screen resumes to show heating power, current room temperature and timer switching.
- Methods to unlock: Press button 2 or button 14 on the remote for 5s, the unit is unlocked.

### WORKING MODE SETTINGS:

- In working mode, press power button 2 to select Sleep mode, ECO mode or Normal Mode.

#### SLEEP MODE:

- The display goes to sleep mode and it only shows sleep model indicator 9 and heating indicator 7. Press button 2 once again, all the buttons resume to show in the display.
- If no button is pressed for 10 seconds, the display goes to sleep mode again.

#### ECO MODE

- In working mode, press button 2 to select ECO mode with indicator 4 on.
- In ECO mode, system sets the temperature to 23°C. Heater runs in high heating power P2 at lower than 21°C, whilst it runs in low heating power P1 at higher than 21°C.

#### NORMAL MODE:

- Press button 2 to select normal mode with both indicator 9 and indicator 4 off.

### SWITCHING THE DISPLAY BETWEEN DEGREES FAHRENHEIT AND CELSIUS:

- Press the button 11 and 2 for 5s.

### OPEN WINDOW DETECTION

- The open window detection is 'closed' by default. Press and hold the power button 1 and 12 for 5 sec, "OP" shows on the display, the open window detection is now 'opened'
- If you want to close the open window detection, press and hold the power button 1 and 12 again for 5 sec, "CL" shows on the display, the open window detection is now closed.

### WIFI MODEL ONLY RESET:

- In heating mode, press button 3 (☀) for 5s, WiFi setting is reset with its indicator blinking rapidly (twice per second). WiFi is now initiated.

### TIP OVER SWITCH:

- Auto turn off function: the product is equipped with tip-over switch, if the heater falls over, please put the product in a flat position and restart.

### TURN OFF:

- Press button 1 - heater stops working. Turn off power supply - unit power is off.

### SAFETY FEATURE:

- The unit is equipped with a high limit switch, the heater will automatically shut off if it is in an over-heating condition.
- The heater will automatically turn back on when it has cooled down.