



USER MANUAL



2.0 KW DESIGNER GLASS PANEL HEATER EGH20AW / EGH20AWB

Thank you for choosing electriQ
Please read this user manual before using this heater and keep it safe for future
reference.
Visit our page www.electriQ.co.uk for our entire range of Intelligent Electricals

SETTLING IN OK?

We hope this has been helpful to you.

We would love to see how you're getting on with your new purchase, so please share any snaps you have on the platform of your choice below.

Our community awaits your uploads - Snap, tag and hashtag away!



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WE'RE HERE TO HELP

Should you have any problems or questions with your purchase, please contact a member of our customer service team.

☎ 0330 390 3061

✉ support@electriQ.co.uk

Mon-Fri | 9am to 5pm

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CONTENTS

SAFETY INSTRUCTIONS	4
SETTING THE UNIT UP	7
INSTALLATION	8
PRODUCT OVERVIEW	9
QUICK USE GUIDE	9
SETTING THE DAY AND TIME	9
OPERATION	10
TIMER	10
SETTING UP THE APP	12
USING THE APP	17
CLEANING AND MAINTENANCE	22
TROUBLESHOOTING	22
TECHNICAL SPECIFICATIONS	23
SUPPORT	23
PRODUCT FICHE	24
PSTI AND DECLARATION OF CONFORMITY	25

SAFETY INSTRUCTIONS

IMPORTANT

- Carefully read the instructions before operating the unit
- This appliance is for indoor use only.
- Rating: This unit must be only connected to a 220-240V~50/60 Hz earthed outlet.
- Installation must be in accordance with the regulations of the country where the unit is used.
- All national regulations concerning the discharge of air must be fulfilled.
- If you have any doubt about the suitability of your electrical supply, have it checked and, if necessary, modified by a qualified electrician.
- This heater has been tested and is safe to use. However, as with any electrical appliance - use it with care.
- Joists, beams and rafters shall not be cut or notched to install the appliance.
- Disconnect the power from the unit before dismantling, assembling or cleaning.
- Avoid touching any moving parts within the appliance.
- Never insert fingers, pencils or any other objects through the guard or ventilation openings.
- **WARNING:** The heater must not be used if the glass panels are damaged.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.
- Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning the use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- Children should be supervised to ensure that they do not play with the appliance.
- **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 clean the unit by spraying it or immersing it in water.
- Never connect the unit to an electrical outlet using an extension cord. If an outlet is not available, a qualified electrician should install one.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
- Ensure the power cord is not stretched, exposed to sharp objects/edges, or routed under the unit.
- Do not use this heater in the immediate vicinity of a bath, shower, or swimming pool. When using these areas, follow the diagram supplied.
- Install the heater in a place where switches and sockets are not accessible by persons in a shower, bath, or pool.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Always ensure the heater is used on a flat-level surface or mount as per the instructions.
- An authorised service representative should perform any service other than regular cleaning. Failure to comply could result in a voided warranty.
- Never use the plug as a switch to start and turn off the heater. Use the provided power switch on the rear of the unit.
- **CAUTION:** In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

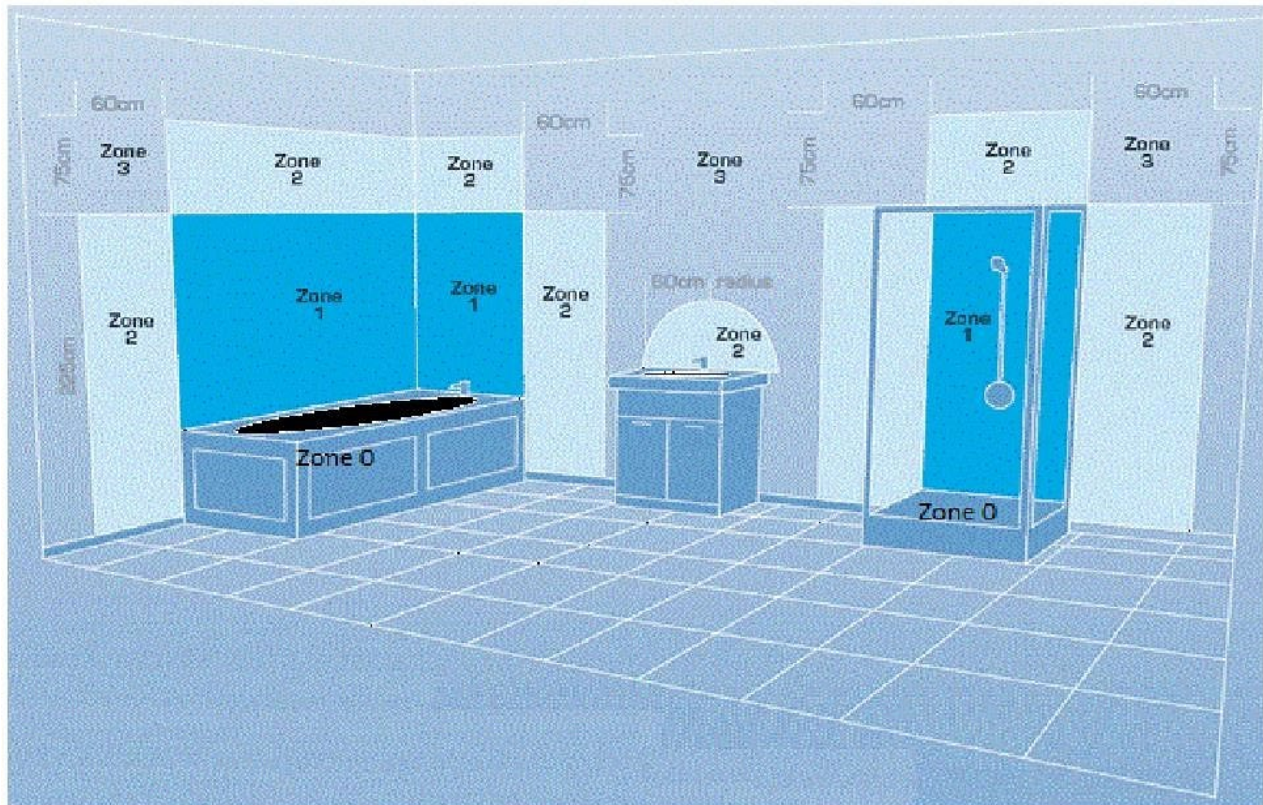
- **WARNING:** In order to avoid overheating, do not cover the heater. Do not cover the air inlet or outlet or place items close to the unit, which may restrict airflow, as this may present a fire risk.
- The heater must not be located immediately below a socket outlet.
- Always ensure the unit is secure before operation. Do not use it on unstable or uneven surfaces, and if it is wall-mounted, it must be securely attached to a suitable wall.
- Do not move or tilt the unit.
- Avoid keeping the unit in direct sunlight for a long period of time.
- The heater is designed to be used at temperatures above -20°C. If it is exposed to temperatures below this, it must be allowed to warm above this level before operation.
- Do not attempt to repair, disassemble or modify the appliance. This unit contains no user-serviceable parts.
- Always unplug or disconnect the appliance from the mains power supply when not in use or when moving or cleaning it. Do not pull the cord to unplug the heater.
- Keep the heater clean. Do not allow any object to enter the ventilation or exhaust opening, as this may cause electric shock, fire, or damage to the heater.
- Do not use the appliance for anything other than its intended use. It is designed for domestic indoor use only.
- **WARNING:** 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.
- **WARNING:** To reduce the risk of fire, keep textiles, curtains, or any other flammable material at least 1 m from the air outlet.
- There may be a trace of odour during the first few minutes of initial use or after a period of storage. This is normal and will quickly disappear.
- This appliance has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- This appliance is not intended for use in bathrooms, laundry areas, or similar humid locations. Never place it where it may fall into a bathtub or otherwise become exposed to water.
- This appliance is IP24 rated, and so can be used or installed within a bathroom as long as the appliance and its cables are not within Zones 0-2.
- If the unit is wall-mounted, it must be installed in accordance with current regulations for the area where it is installed. If unsure, professional advice should be sought.
- **WARNING:** To reduce the risk of fire or electrical shock, DO NOT use this appliance with any solid-state Speed Control Device or any variable speed controllers.
- Do not allow the appliance to be submerged or sprayed with water.
- **IMPORTANT:** The remote for this appliance uses an alkaline battery (not supplied).
- Do not use the remote if the battery compartment is loose or broken.
- Keep it out of the reach of children and pet. Seek medical advice if swallowed.
- To prevent battery leakage, remove the battery from the remote if it is exhausted or before long periods of storage.
- Do not obstruct any of the heat outlet grilles or air intake opening of the heater to avoid overheating.

ENERGY SAVING AND UNIT SAFETY PROTECTION TIP

- Do not cover or restrict the airflow. Do not use it in a dusty environment.
- For safety and maximum performance, when used as a portable unit, the minimum distance from a wall or objects should be 50cm.

INSTALLING WITHIN A BATHROOM

If the appliance is to be fitted within a bathroom, a good understanding of the zoning within bathrooms is required to ensure the unit is mounted in a safe position. The appliance is rated as IP24 and should be installed outside of Zones 0-2. We would advise when the unit is fitted within a bathroom, the plug is removed from the unit, and a suitable fused spur is installed in accordance with BS 7671. In addition, when used in a bathroom, it must be protected by a suitable RCD to prevent the risk of electric shock and must not be immersed in water when cleaning.



Zone 0:	The interior of the bathtub or shower basin.
Zone 1:	The area around the bathtub or shower basin is up to a height of 2.25m above the floor.
Zone 2:	The area stretching to 0.6m outside the bath or shower and above the bath or shower is over 2.25m.

FEATURES

- 3 Heating Modes
- Tempered Glass Panel
- Easy to Read LED Display
- 24 Hour Timer
- Wi-Fi Enabled with App Control
- Remote Control
- Electronic Sensor Thermostat with Frost Protection Function
- Double Overheat Protection
- Room Temperature Sensor Adjustment
- Wall Mountable or Portable Using Supplied Castors
- Waterproof Rating of IP24

PARTS LIST

2 x Legs
+ 4 Castors



Wall plugs

X3



Screws $\phi 4 \times 12$

X6



Screws $\phi 4 \times 35$

X3

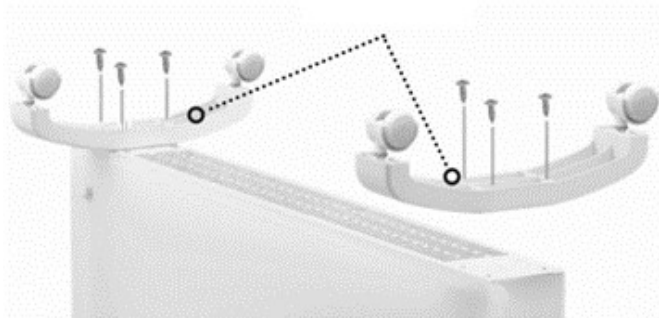


SETTING THE UNIT UP FOR USE

The appliance can be wall-mounted using the pre-attached mounting brackets, or alternatively can be set up as a portable heater using the supplied legs with castors. It is important that the unit is only operated if it is wall-mounted or has the castors fitted.

ATTACHING THE FEET

1. Turn the heater upside down and place it on a soft surface.
2. Put the leg assembly in position and align the screws ($\phi 4 \times 12$) with the 3 holes on the underside of each leg, and loosely fit.
3. Once all screws are in place, they should be fully tightened.
4. After the installation is complete, turn the heater the right way up.



Feet assembly

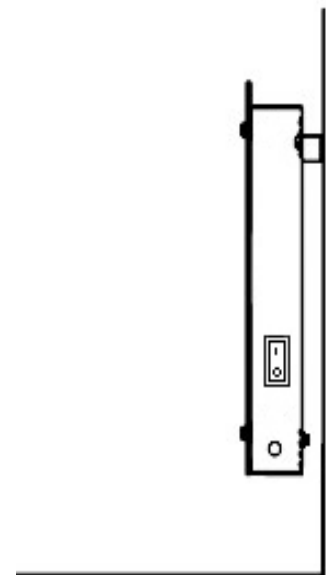
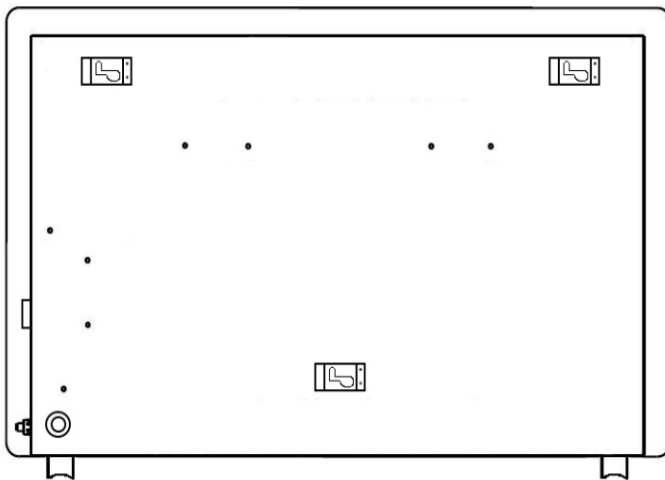
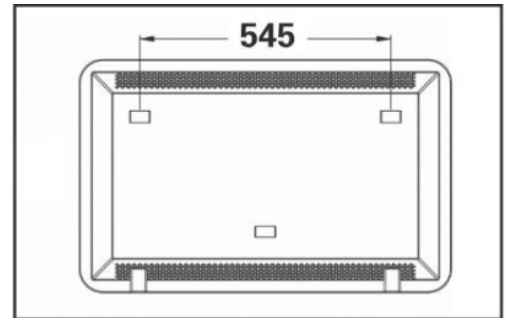
WALL MOUNTING

The heater must be installed at least 15cm from the floor and 50cm from the ceiling.

IMPORTANT: Before drilling, ensure that no wires or pipelines are behind the wall to prevent damage.

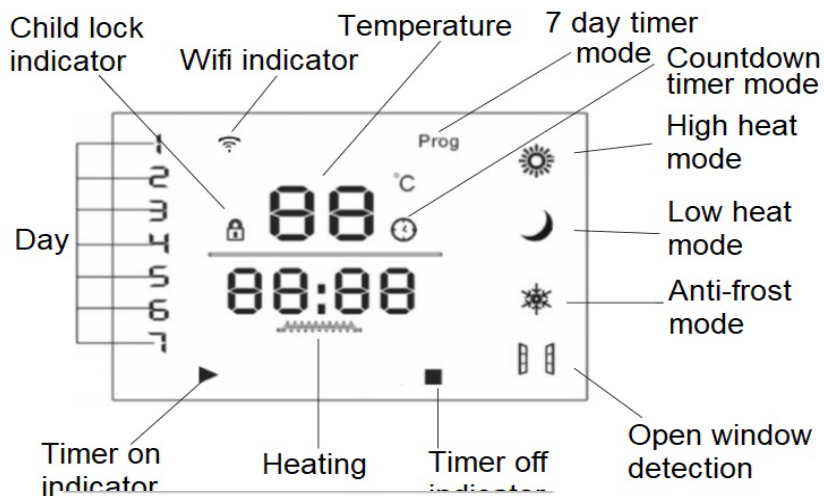
INSTALLATION

1. Measure the distance between the 3 wall-hanging holes on the rear of the heater.
2. After double-checking the measurements, mark their position on the wall, using a pencil. We would advise using a spirit level to ensure all markings are square and level.
3. Once you are happy with the marks' position, drill 8 mm-diameter holes using a suitable drill bit.
4. Insert the wall plugs into the holes. Please note that alternative fixings may be required depending on the wall type. Ask for professional advice if unsure.
5. Fix the 3 ϕ 4x35 screws into the wall plugs and leave these protruding around 5-10mm for the heater to hang onto.
6. Push the heater to the side so that screws move through the channel on the brackets to secure it in position.

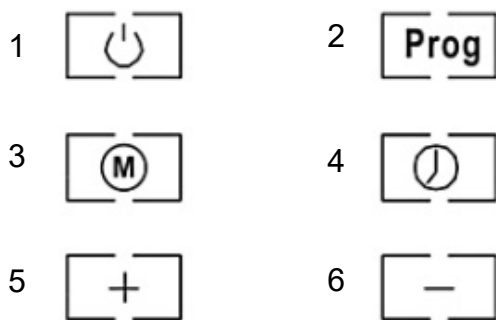
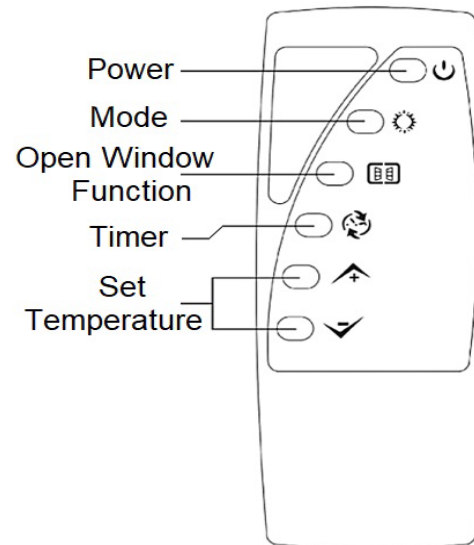


PRODUCT OVERVIEW

CONTROL PANEL



REMOTE CONTROL



1	Power / Standby button
2	Program button
3	Mode button
4	Timer button
5	Up button
6	Down button

SWITCHING ON THE HEATER

Plug the heater into the power supply and turn on the power switch (on the side of the unit). You will hear a sound, and the display will show the current ambient temperature. This indicates that the power supply is now connected.

The LED display will illuminate when the **POWER** button is pressed.

QUICK USE GUIDE

1. Switch the unit on using the main power switch on the side of the unit. The heater will make a sound, and the display will flash.
2. Press the **STANDBY** button to turn on the heater. The display panel will light up, and the unit will start to operate with the default settings.
3. Set the current day and time.
4. Use the **UP** and **DOWN** buttons to change the desired temperature and the **MODE** button to switch between High Heat, Low Heat, and Anti Frost modes.

SETTING THE DAY AND TIME

1. With the appliance turned on, hold the **TIMER** button for 3 seconds until the hour value starts to flash.
2. Change the hour value using the **UP** and **DOWN** buttons.
3. Hold the **TIMER** button for 3 seconds to confirm the hour value.
4. Change the minute value using the **UP** and **DOWN** buttons.

5. Hold the **TIMER** button for 3 seconds to confirm the minute value.
6. Change the day shown on the day indicator using the **UP** and **DOWN** buttons.
7. Leave the unit for 5 seconds, and the day and time will be saved.

TURNING ON AND OFF

The **STANDBY** button can be pressed to enter and exit standby mode. If the unit is not to be used for a while, we would advise for it to be turned off using the switch on the side and unplugged.

CHANGING THE DESIRED ROOM TEMPERATURE

The desired room temperature can be adjusted in both High heat and Low Heat modes, using the **UP** and **DOWN** buttons. After the **UP** or **DOWN** button has been pressed, the temperature display will show the desired temperature. The desired temperature can be adjusted between 10°C and 49°C.

CHILD LOCK

Press and hold the **UP** and **DOWN** buttons for 3 seconds to activate and deactivate the child lock. When the child lock is activated the Child lock symbol will be shown on the display and the buttons are disabled on the control panel until the child lock is deactivated.

CHANGING THE POWER LEVEL

Repeatedly press the **MODE** button to change between the 3 available power modes:

High Heat 	The heater will operate at High Power (2KW), the desired temperature can be specified between 10°C and 49°C.
Low Heat 	The heater will operate at Low Power (1KW), the desired temperature can be specified between 10°C and 49°C.
Anti-Frost 	The heater will operate to keep the room temperature between 5°C and 9°C in order to prevent freezing within the room. The desired temperature cannot be changed.

OPEN WINDOW DETECTION

Hold **MODE** for 3 seconds to select Open Window Detection Mode. In this mode, when the ambient temperature drops by 5°C within 10 minutes, the heater will register the possibility of an open window in the room. If this happens, it will stop heating and enter standby mode.

STANDBY TIMER

With the unit running with the desired settings, press the **TIMER** button. The countdown timer symbol will illuminate and the unit will flash 00:00.

Repeatedly press the **TIMER** button to increase the duration of the timer (upto a maximum of 24 hours).

Once the chosen timer length is selected, leave the unit, and after 10 seconds the timer will start. After the chosen time period the heater will enter standby mode.

WEEKLY TIMER

Hold the **PROGRAM** button for 3 seconds to start the weekly timer. "Prog" will appear on the display, signalling that the timer is active.

Press the **TIMER** button once, and the number "1" will begin to flash on the display to show that the first day is selected. Use the **UP** and **DOWN** buttons to select the weekday to edit.

When you have selected the day to amend, press the **TIMER** button to confirm.

Each day has 6 time periods that can be programmed. Use the **UP** and **DOWN** buttons to select the time period to adjust. Press the **TIMER** button to confirm the chosen time period.

The hours will begin to flash, and the ► symbol will be displayed. Adjust this using the **UP** and **DOWN** buttons. Once the start hour is set, press the **TIMER** button and the minute value will start to flash. Set this using the **UP** and **DOWN** buttons, before pressing the **TIMER** button to confirm.

Once the start time has been set for the period of operation, the unit will then move onto setting the finishing time. This will be indicated by the ■ symbol on the display. This is set in exactly the same way as the start time.

Once the **TIMER** button has been pressed to confirm the stop time the temperature display will start to flash. Use the **UP** and **DOWN** buttons to confirm the desired temperature during the period specified. The heater will only operate when the temperature is below this value.

The above steps can then be repeated to set other time periods throughout the week.

The timer settings will be saved, and will not change as long as power is not disconnected from the unit.

ADDITIONAL FEATURES

MEMORY FUNCTION:

In case of power failure or after turning the unit off, when turned back on the unit will start in the previously used settings.

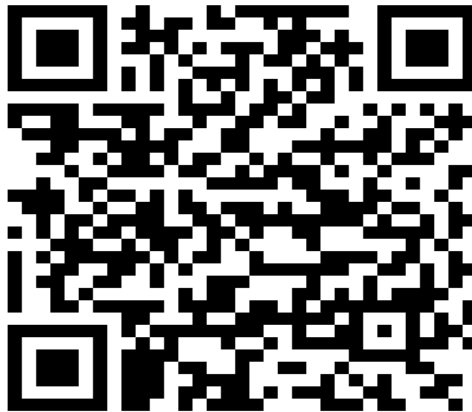
FACTORY RESET:

Press and hold the **UP** and **DOWN** buttons for 3 seconds to reset the unit back to its factory settings. A beep will sound and the unit will start in **COMFORT** mode.

CONNECTING THE APPLIANCE TO WIFI

DOWNLOAD THE APP TO YOUR PHONE

Download the "TUYA SMART" app, from your chosen app store, using the QR codes below, or by searching for the app in your chosen store.



Android



IOS

MODES AVAILABLE FOR SETUP

The heater has two different setup modes, Quick Connection and AP (Access Point). The quick connection is a quick and simple way to set the unit up. The AP connection uses a direct local WiFi connection between your phone and the heater to upload the network details.

When first turned on using the switch on the rear of the unit, the WiFi will be turned off. To turn on the WiFi, press and hold the **UP** button for 3 seconds. The WiFi symbol will flash quickly to indicate the unit is in quick connection mode. Please ensure your device is in the correct WiFi connection mode for the connection type you are attempting, the flashing WiFi indicator on your heater will indicate this.

CONNECTION

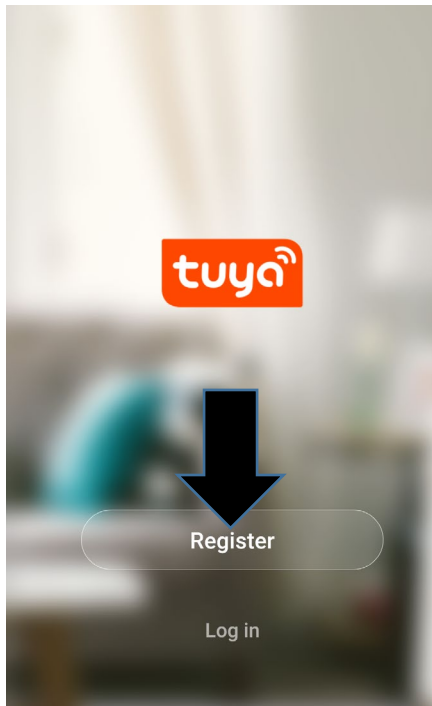
After plugging in, the WiFi icon  flashes and automatically enters the distribution network state. After the distribution network is successfully connected. The WiFi indicator light remains on. Press and hold the on/off button  for 3 seconds to reset WiFi and reconfigure the network.

TURNING THE WIFI OFF

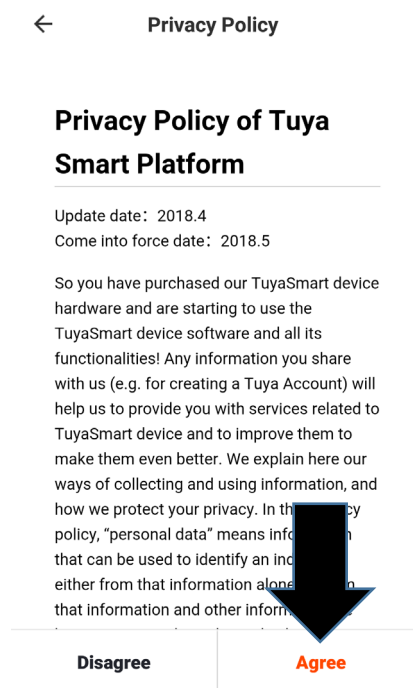
To turn the WiFi off, the appliance must be turned off using the switch on the rear. When the unit is turned back on it will start with the WiFi turned off, until reactivated following the steps above.

REGISTER THE APP

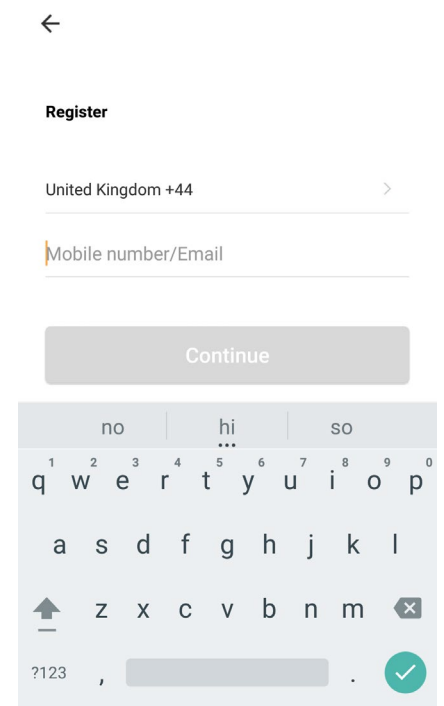
1. Press on the register button at the bottom of the screen.



2. Read the Privacy policy and press the Agree Button.



3. Enter your email address or phone number and press continue to register.

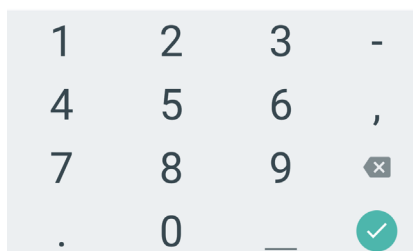


4. A verification code will be sent by the method selected in step 3. Enter the code into the app.



Verification Code

Verification code has been sent to:
Resend(57s)



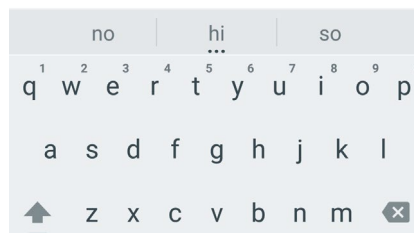
5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.



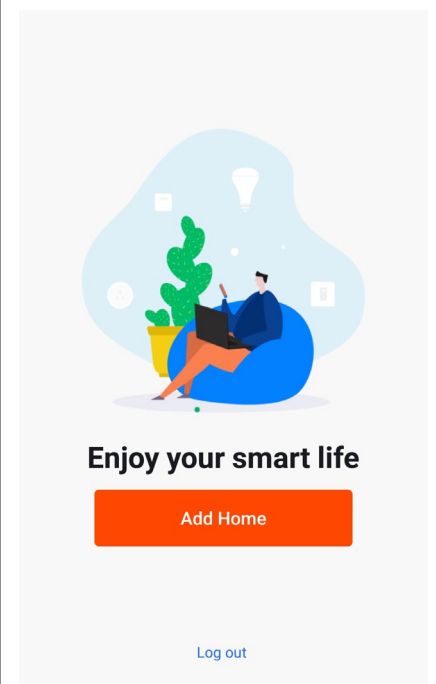
Set Password

Password must contain 6-20 letters and numbers

Done



6. The app is now registered. It will automatically log you in following registration.

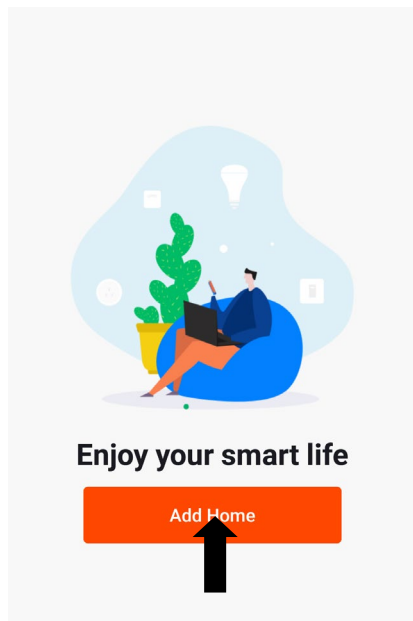


SETTING UP YOUR HOME WITHIN THE APP

TUYA is designed so it can work with a large number of compatible smart devices within your home. It can also be set up to work with multiple devices within different houses as such during the setup process the app requires that different areas are created and named to allow easy management of all your devices. When new devices are added, they are assigned to one of the rooms you have created.

CREATING ROOMS

1. Press on the ADD HOME button.



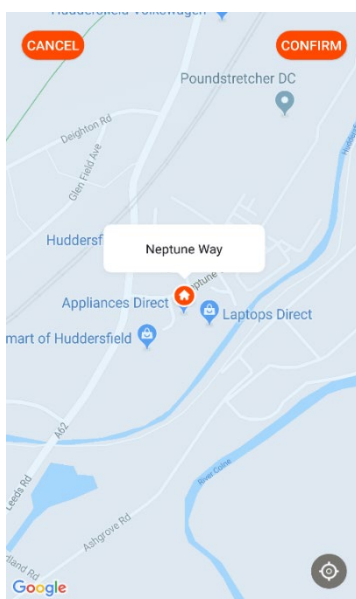
2. Type in a name for your home.
3. Press on the location button to select the location of your home. (See SETTING YOUR LOCATION below)
4. New rooms can be added by pressing the ADD ANOTHER ROOM option at the bottom. (See ADD ANOTHER ROOM below)
5. Untick any rooms that are not required on the app.
6. Press DONE in the top right corner.

SETTING YOUR LOCATION

Use your finger to move the orange HOME symbol.

When the symbol is in the approximate location of your home, press the confirm button in the top right corner.

Location details allows the app to be set up later to respond to weather conditions in your area.



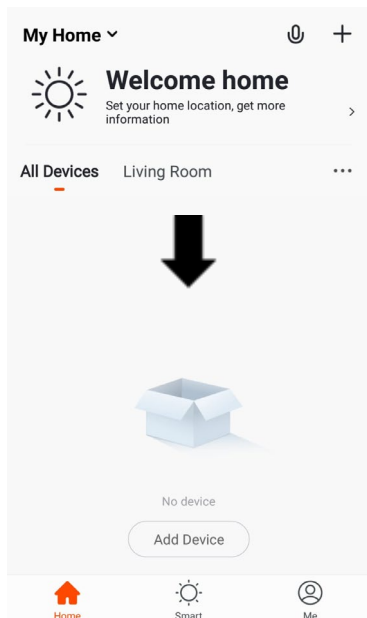
ADD ANOTHER ROOM

Type in the name of the room, and press Done in the top right corner.

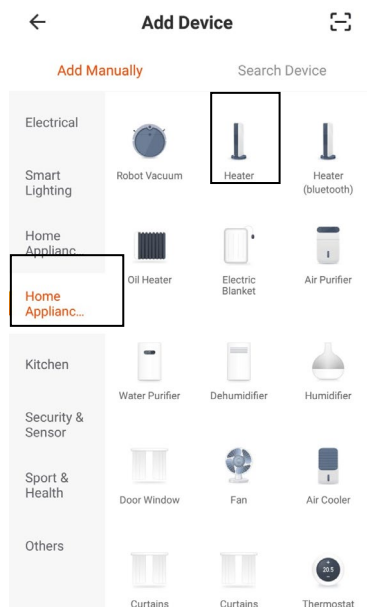
CONNECTING USING THE QUICK CONNECTION METHOD

Before initiating the connection, make sure the unit is in standby mode (Power switch ON, but unit turned off), with the WiFi indicator flashing twice per second. If not follow the instructions for changing the connection mode. Also ensure your phone is connected to the WiFi network. (We advise turning mobile data off during setup)

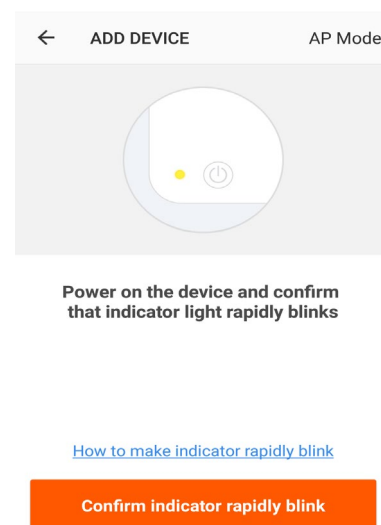
1. Open app and press “+” to add device, or use the add device button.



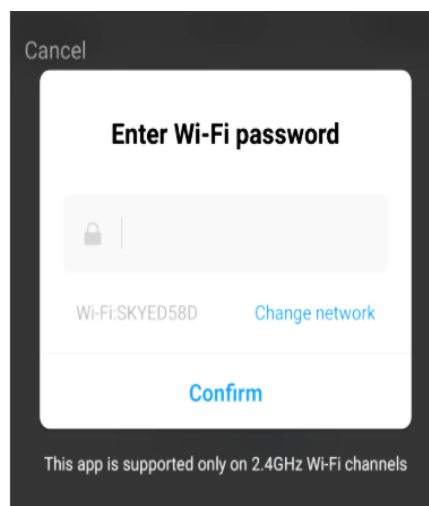
2. Select the type of device as “Heater” within the Home Appliance tab.



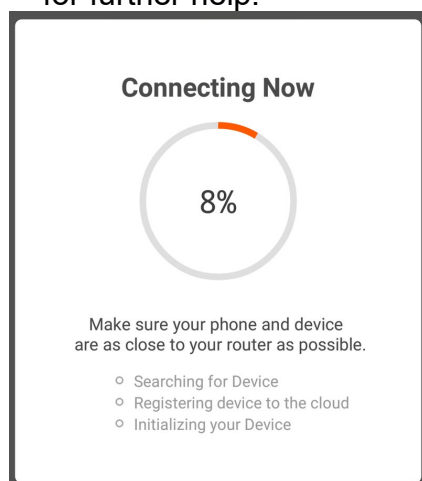
3. Ensure the Ambient Light indicator on the heater is flashing twice per second, then press on the orange button at the bottom of the screen.



4. Enter your WiFi password and press confirm.



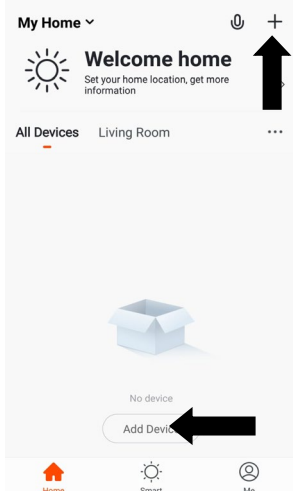
5. This will then transfer the settings to the heater. Wait for this to complete. If this fails, retry. If still unsuccessful please review the troubleshooting section for further help.



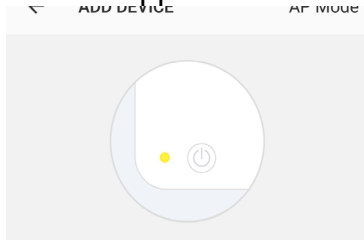
CONNECTING USING THE APP MODE ALTERNATIVE METHOD

Before initiating the connection, make sure the unit is in standby mode, with the WiFi Light Indicator flashing once per second. If not, follow the instructions for changing the WiFi connection mode. Also, ensure your phone is connected to the WiFi network. (We advise turning mobile data off during setup)

1. Open app and press “+” to add device, or use the add device button.



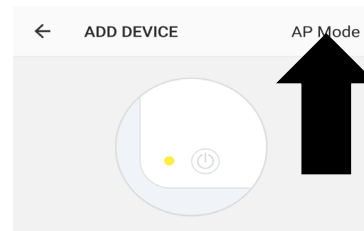
2. Select the type of device as “Heater” within the Home Appliance tab.



Power on the device and confirm that indicator light rapidly blinks

[How to make indicator rapidly blink](#)

3. Press on the AP mode button in the top right of the screen.

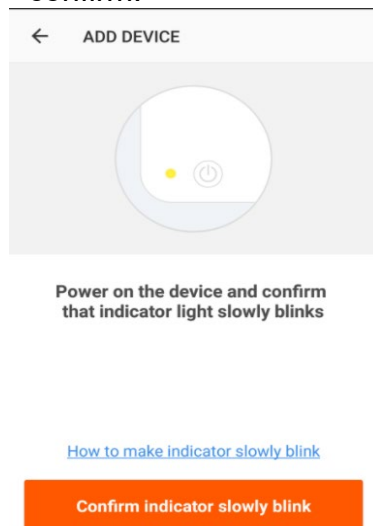


Power on the device and confirm that indicator light rapidly blinks

[How to make indicator rapidly blink](#)

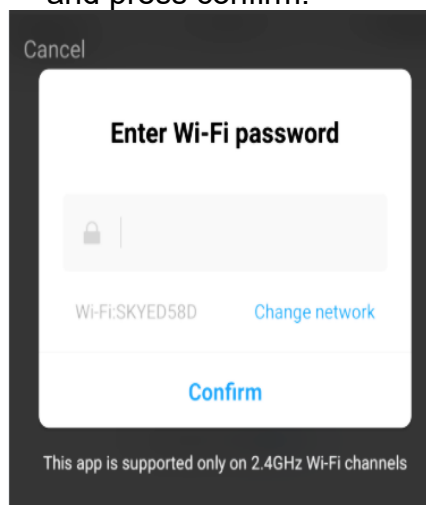
Confirm indicator rapidly blink

4. Ensure the WiFi indicator on the heater is slowly flashing (once per second), then press on the orange button at the bottom of the screen to confirm.

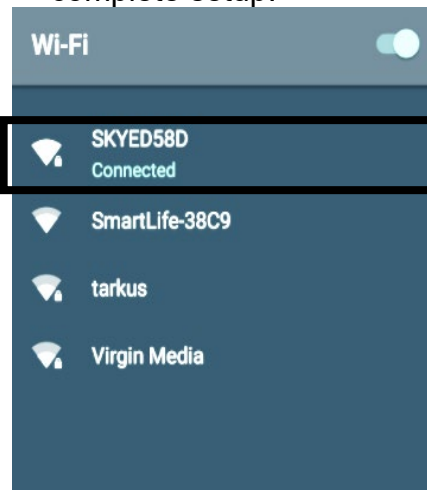


[How to make indicator slowly blink](#)

5. Enter your WiFi password and press confirm.



6. Go to network settings in your phone and connect to the “SmartLife xxx” connection. There is no password to enter. Then return back to the app to complete setup.



This will then transfer the settings to the heater.

Once the connection process has completed, go back to the network settings on your phone to ensure your phone has reconnected to your WiFi router.

CONTROLLING YOUR APPLIANCE THROUGH THE APP

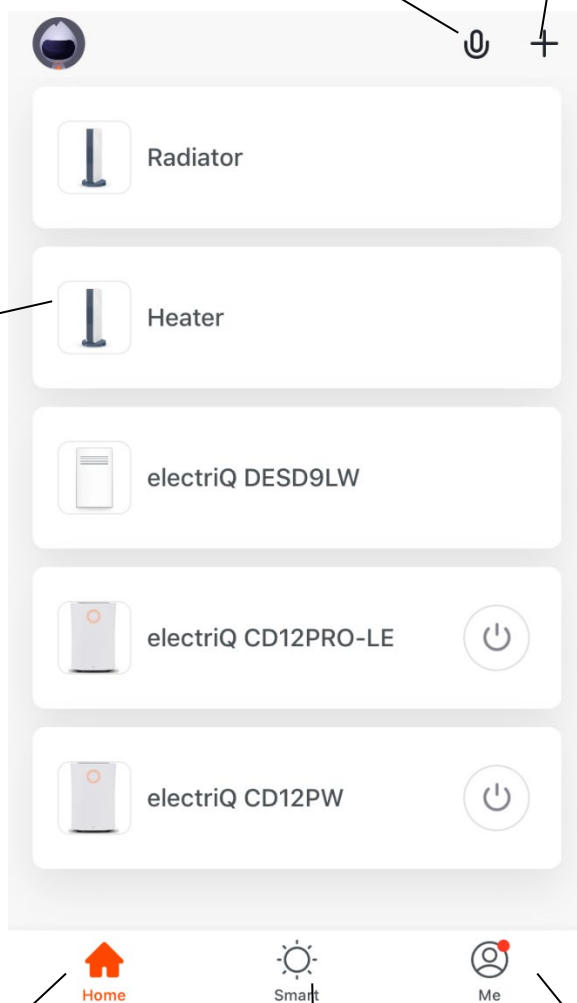
THE HOME SCREEN

Each device has its own entry on the home screen, which allows the user to quickly turn the unit on or off or to enter the device screen to make other changes.

Voice Control: Press to give verbal instructions for operation.

Add Device: Add a device to the app, and go through the setup process.

Name of Heater: Press to enter the Device Screen.



Home: Return to home screen from the Smart Scene and Profile screens.

Smart Scene: Allows you to program intelligent behavior based on the internal and external environment.

Profile: Provides the option for changing settings.

DEVICE SCREEN

The device screen is the main control screen for the heater, providing access to the controls to amend the functions and settings.

Back: Returns to the Home Screen.

Device Name

Edit Name: Use to change the name of the heater.

Desired Temperature:
Displays what has been set as the target room temperature.

Current Mode: Shows the mode the heater is currently working in.

Decrease desired Temperature
Temperature range 10-49C.

Increase desired Temperature
Temperature range 10-49C.

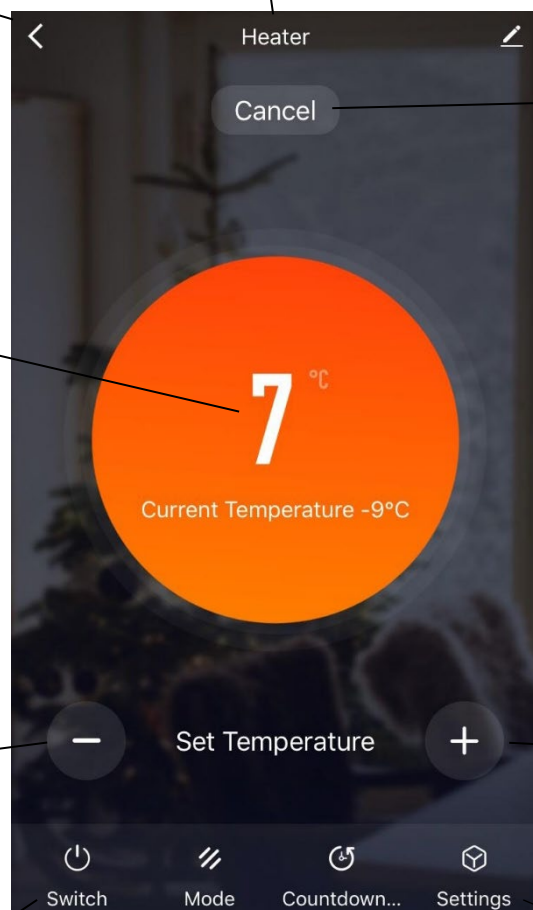
Power: Use to turn the unit on or off.

MODE:
Use to change between the different preset modes.
-Comfort (High Heat) Mode
-Eco (Low Heat) Mode
-Anti-Frost

COUNTDOWN TIMER:
Use to add an off timer while the unit is running, or an on timer while the unit is turned off.

SETTINGS:
Change other device settings such as the Child Lock and open window detection.

NOTE: The app's layout and available features may change due to continuous development.



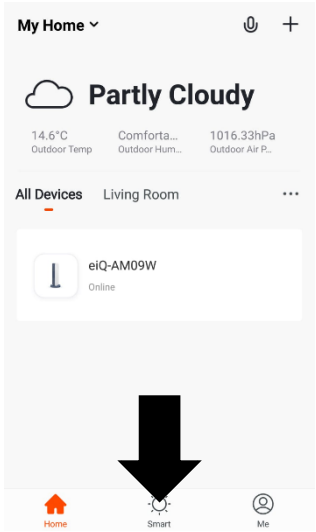
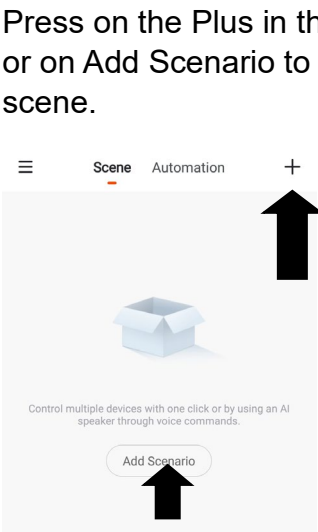
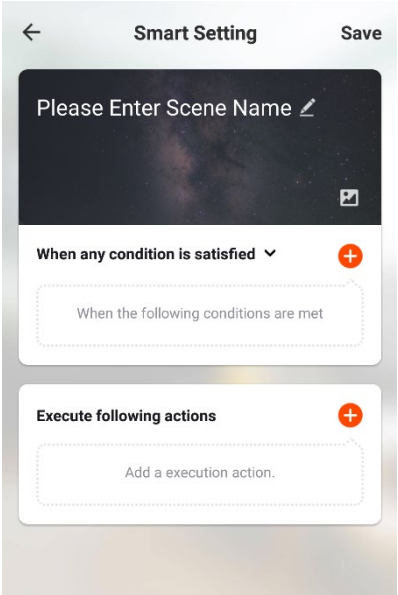
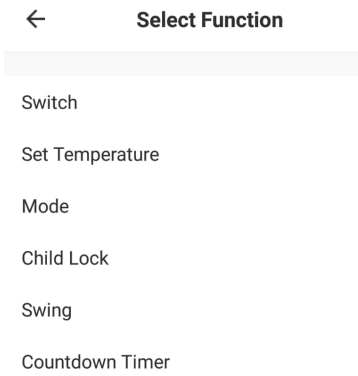
SMART SCENES

Smart Scenes is a powerful tool that allows the user to customize the operation of the air heater based on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories: Scene and Automation.

SCENE

Scene allows for the addition of a one-touch button to the Home Screen. The button can be used to change several settings in one go and can change all the settings within the unit. A number of scenes can easily be set up, allowing the user to easily change between a number of preset configurations.

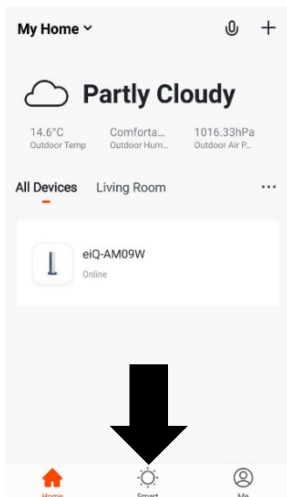
Below is an example of how to set up a scene:

1. Press on the Smart tab at the bottom of the Home screen. 	2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene. 
3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene. Show on Dashboard: Leave this on if you require the scene to be displayed as a button on the Home Screen. Press the Red Plus to add the action required. Then select the heater from the list of devices. 	4. Choose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen. 
5. Once all the functions required have been added, press the Save button in the top right corner to finalize and save your new Scene. It will then be saved to the home screen	

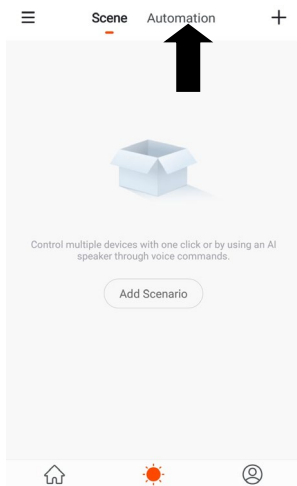
AUTOMATION

Automation allows an automatic action to be set up for the device. This can be triggered by the Time and a range of other influences, depending on what other TUYA-enabled devices you have on the network.

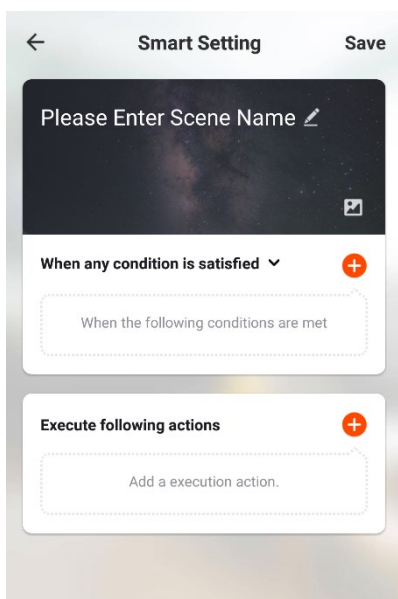
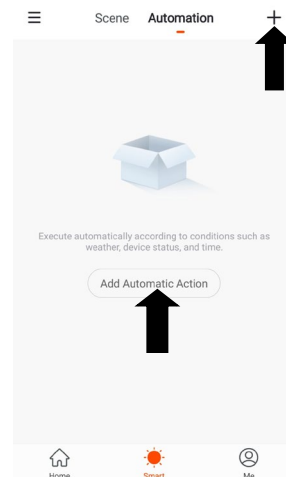
1. Press on the Scene tab at the bottom of the Home screen.



2. Press on the Automation tab at the top of the screen.



3. Press on the + at the top of the screen or press on Add Automatic Action.



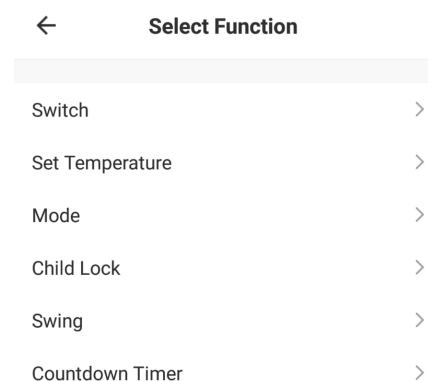
4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start.

Press the Pen next to "Please Enter Scene Name" to input the name for your Scene

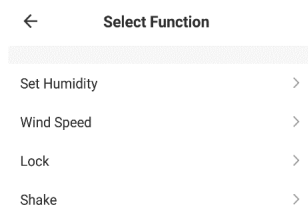
Press the Red Plus next to "When any condition is satisfied" to add the trigger

Press the Red Plus next to "Execute following actions" to add the action required. Then select the heater from the list of devices.

5. Select the condition when the automation should start. A number of triggers can be combined.

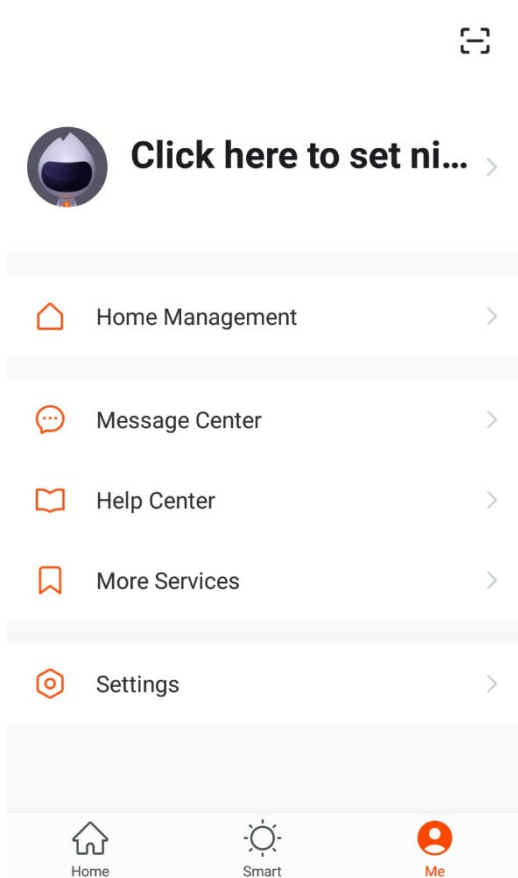


6. Chose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen.



7. Once all the functions required have been added, press the Save button in the top right corner to finalize and save your new scene.

The automation is now set up; it can be turned on and off using the toggle on the home page.



PROFILE TAB

The profile tab gives you the option to edit both your detail, and use the added features of the unit.

HOME MANAGEMENT

Home Management provides options for managing your TUYA account, giving options such as adding a home, adding and removing rooms, and sharing devices with family.

MESSAGE CENTRE

View notifications from devices if alarms are set up (dependent on the device).

HELP CENTRE

Provides assistance using the features provided within the app.

MORE SERVICES

This allows the unit to be integrated with your favourite home automation hardware, such as Google Home and the Amazon Echo.

CONNECTION TROUBLESHOOTING

1. Check whether the device is powered on and is in the correct WiFi connection mode; if not, please refer to the CHANGING BETWEEN CONNECTION MODES section.
2. Ensure the WiFi password has been entered into the app correctly (Case sensitive)
3. Check that the phone is connected to the WiFi you are connecting the device to.
4. Ensure the network you are connecting it to is 2.4 GHz (5 GHz WiFi networks are not supported) and that there is a strong WiFi signal to the item.
5. If your router is dual band, ensure that the 2.4ghz network has a different network name (SSID). Further advice on changing router settings will be available from your Internet service provider / Router manufacturer.
6. Check the settings on the router. Encryption should be WPA2-PSK, and the authorisation type should be set to AES
7. Try using the alternative connection method. i.e. If connection is failing when attempting to connect through CF mode, try AP mode.

MAINTENANCE

CLEANING AND STORAGE

ATTENTION: Please shut off the unit and unplug from the mains before cleaning or performing any maintenance.

Cleaning the surface

- Clean the heater with a duster or a soft wet cloth.
- Do not use chemical solvents (such as benzene, alcohol or gasoline) as they may cause irreversible damage. Make sure no water enters the control panel or gaps in the casing.
- Do not run the unit until completely dry.
- Place the heater in its original box or cover to protect it from dust when not in use.
- Store it in a cool, dry place.

TROUBLESHOOTING

Do not repair or disassemble the unit by yourself; unauthorized repair attempts will invalidate the warranty and may cause bodily harm.

Issue	Possible Reason	Solution
No power	1. The power cord is unconnected 2. There is no power from the socket 3. The power switch on the rear of the unit is turned off.	1. Connect the power cord 2. Check socket is turned on 3. Ensure the power switch on the rear of the unit is in the on position
Odour emission from the unit	1. New unit. When the unit is used for the first time, the fan motor may produce an odour which will dissipate within a week of use	1. No action required
Strong vibrations and noise	1. The Unit is not placed on a flat surface 2. The unit may be damaged	1. Place on a flat surface. May put an anti-vibration mat underneath 2. If the heater is damaged, discontinue use and contact the service centre.

If the above solutions do not resolve the problem, please contact the service centre.

TECHNICAL DATA

Model no.	EGH20AWB / EGH20AW
Voltage	220V-240V 2.0kW
Frequency	50 / 60 Hz
Max power	1800-2000W
IP Rating	IP24
Model colour	White/ Black
Product dimensions	830x85x460
Product weight	8kg

electriQ UK SUPPORT

www.electriQ.co.uk/support

For your convenience, please make these simple checks before calling the service line.

If the unit still fails to operate, call 0330 390 3061 or complete the online form.

1. Is the unit plugged into the mains?
2. Is the fuse OK?
3. Switch the unit off and wait three minutes to see if the issue is resolved. Restart the unit.

Office hours: 9 AM - 5 PM, Monday to Friday

www.electriQ.co.uk

Unit 2A, Trident Business Park,
Neptune Way, Huddersfield,
HD2 1UA

Disposal: Do not dispose of this product as unsorted municipal waste. Collection of such waste must be handled separately as special treatment is necessary.



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating civic amenity sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please get in touch with the local council for details of your local household waste recycling centres.

PRODUCT FICHE

Model Identifier: EGH20AWB (BLACK) / EGH20AW (WHITE)					
Item	Symbol	Value	Unit	Item	Unit
Heat Output				Type of heat input, for electric storage local space heaters only (select one)	
Nominal heat output	P_{nom}	1.8-2.0	kW	manual heat charge control, with integrated thermostat	No
Minimal heat output	P_{min}	1.0	kW	manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	P_{max}	2.0	kW	electronic heat charge control with room and/or outdoor temperature feedback	No
Auxiliary electricity consumption				fan-assisted heat output	No
At nominal heat output	e_{lmax}	N/A	kW	Type of heat output/room temperature control (select one)	
At minimum heat output	e_{lmin}	N/A	kW	single-stage heat output and no room temperature control	No
In standby mode	e_{lsb}	0.00043	W	two or more manual stages, no room temperature control	No
				with mechanical thermostat room temperature control	No
				with electronic room temperature control	No
				with electronic room temperature control plus day timer	No
				with electronic room temperature control plus week timer	Yes
				Other control options (multiple selections possible)	
				room temperature control with presence detection	No
				room temperature control, with open window detection	Yes
				with distance control option	No
				with adaptive start control	No
				with working time limitation	Yes
				with black bulb sensor	No
Contact Details	electriQ, Unit 2A, Trident Business Park, Neptune Way, Huddersfield, HD2 1UA Buy It Direct, The Black Church, St Mary's Place, Dublin 7				

PSTI STATEMENT OF COMPLIANCE

Description: 2000W Designer glass heater

Model Number: EGH20AWB / EGH20AW

Manufacturer: electriQ, 2A Trident Business Park, Leeds Road, Huddersfield, HD2 1UA

PSTI Contact: TiSecurity@buyitdirect.co.uk

We have prepared this statement of compliance and can confirm that this product is compliant with the deemed compliance conditions in Schedule 2 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023.

Duration of security updates: 31st December 2029. This date is correct at the time of printing, but we may be extended. Please visit www.electriQ.co.uk for the latest information and details of our PSTI compliance.



Richard Leach

Compliance and Quality Manager, Buy It Direct, Huddersfield

26th August 2024

EU DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/EU/EGH20AW.pdf>

<https://www.electriq.co.uk/content/DOC/EU/EGH20AWB.pdf>

UK DECLARATION OF CONFORMITY

Hereby, electriQ declares that these air conditioners are in compliance with Radio Equipment Regulations 2017. The full text of the UK Declaration of Conformity is available at the following internet addresses:

<https://www.electriq.co.uk/content/DOC/UK/EGH20AW.pdf>

<https://www.electriq.co.uk/content/DOC/UK/EGH20AWB.pdf>

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