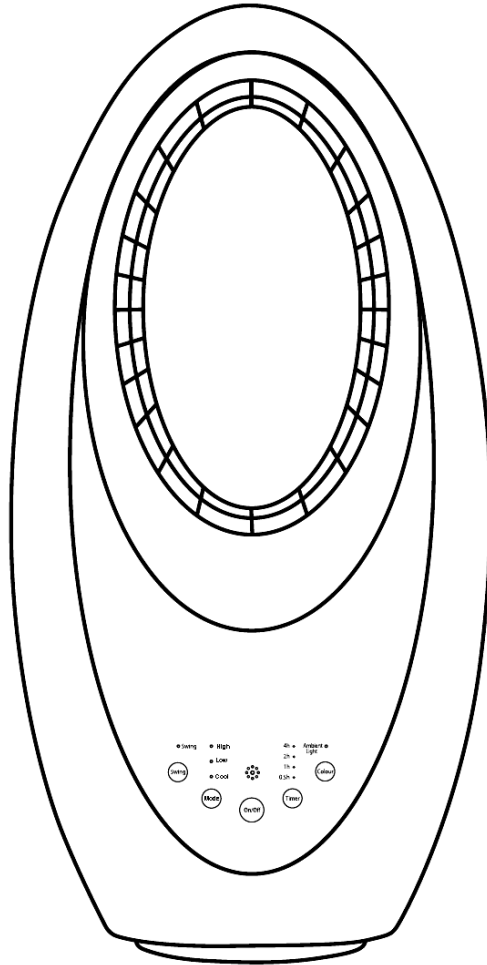


# electriQ

## USER MANUAL



## BLADELESS HEATER WITH AMBIENT LIGHT AND SMART APP CONTROL

**eiQ-AM09W**

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](http://www.electriQ.co.uk) for our entire range of Intelligent Electricals

**THIS PRODUCT IS ONLY SUITABLE FOR WELL INSULATED SPACES OR  
OCCASIONAL USE**

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## **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 220-240 V / 50 Hz earthed outlet.
- Installation must be in accordance with regulations of the country where the unit is used.
- If you are in 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.
- 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.
- 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 shall not play with the appliance. Cleaning and user maintenance shall not be carried out by children.
- 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 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, or clean the appliance or perform user maintenance.
- Children under 3 years should be kept away unless continuously supervised.
- 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, one should be installed by a qualified electrician.
- Never operate this appliance if the unit, cord or plug is damaged. Ensure the power cord is not stretched, exposed to sharp object/ edges or routed under the unit.
- Any service other than regular cleaning should be performed by an authorised service representative. 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 button located on the control panel.
- Do not use an external timer.
- 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 place the unit on a dry and stable surface. 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.
- 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 arching 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 and similar humid locations. Never locate this appliance where it may fall into a bathtub or otherwise become exposed to water.
- The remote contains a lithium battery, keep out of reach of small children. Seek Medical advice if swallowed.
- To prevent battery leakage: Remove the battery from the remote if exhausted or before long periods of storage.
- The heater is designed to heat the room to 25°C by default. When the temperature has been reached, the unit will stop heating until the temperature drops. The desired room temperature can be adjusted using the app.

### **ENERGY SAVING AND UNIT SAFETY PROTECTION TIPS**

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

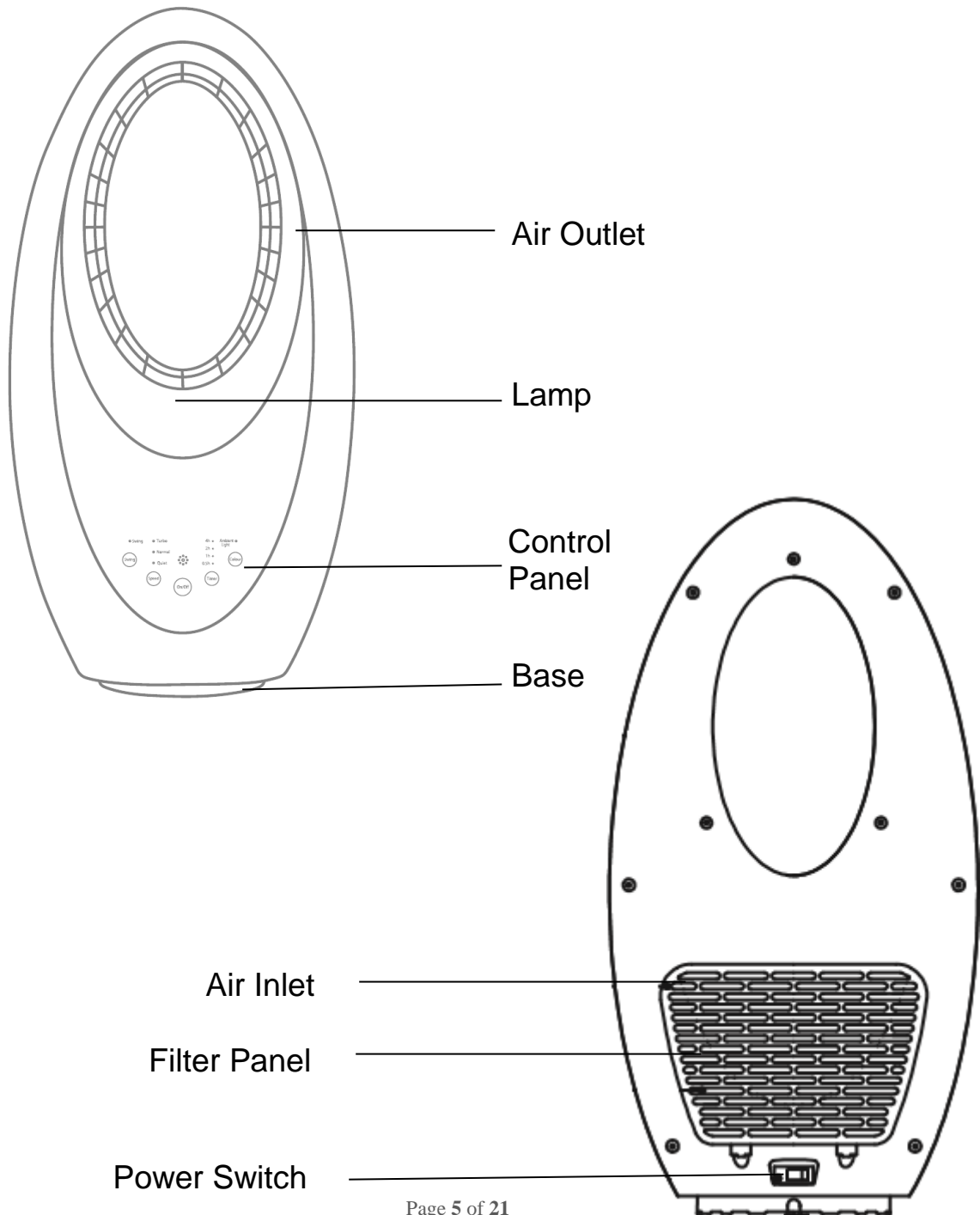
**WARNING:** To reduce the risk of fire or electrical shock DO NOT use this appliance with any solid state Speed Control Device or any variable speed controllers.

## eiQ-AM09W BLADELESS HEATER

### FEATURES

- Slim design takes minimal space
- High Speed Motor with Fan mode and 2 Heat settings
- Swing Function
- 7.5 hour standby timer.
- Remote Control.
- Built in ambient light.
- WIFI Control

### DIAGRAM



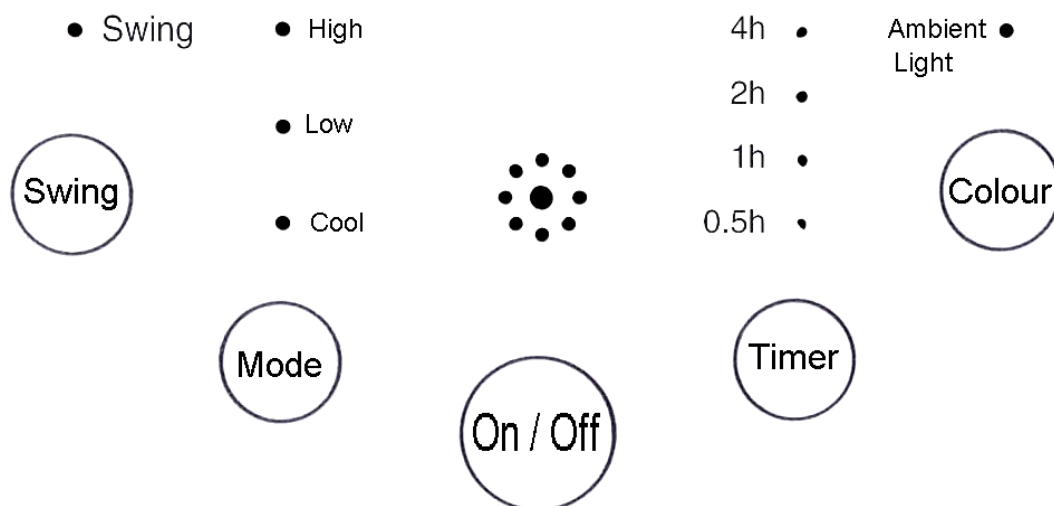
## OPERATION

Your heater may be operated by using the manual controls located on the control panel, by your remote control, or by the smart app.

### POWER SWITCH ON THE BACK OF THE UNIT

Used to turn the bladeless heater ON and OFF. This should be used to turn off the appliance before leaving unattended.

## CONTROL PANEL AND SETTINGS



### ON/OFF BUTTON

Used to turn the bladeless heater ON and OFF. Please note when turning off the unit will not turn off immediately and the fan will run for a short time to cool internal components.

### SWING BUTTON

Press to turn the Swing function on and off. When it is operational the horizontal direction of the airflow is slowly moved from side to side and the Swing indicator will be illuminated

### MODE BUTTON

Press to cycle through the three available modes: Fan, Low Heating and High Heating. In heating the default desired room temperature is set to 25°C and the unit will change to fan mode when this has been reached. The desired temperature can be adjusted through the smart app.

### TIMER BUTTON

Press repeatedly to increase the running time in 30 minute intervals. The timer can be set between 30 minutes and 7.5 hours. Addition of the lights will show the time set. I.e. if the 4h and 1h lights are lit, the timer is set to 5 hours.

### COLOUR BUTTON

Press to cycle through the options for the ambient light – Off, White, Green, Purple or Blue. The light can be operated independently to the fan.

### AMBIENT LIGHT INDICATOR

The indicator will be illuminated to indicate that the ambient light is turned on. The LED is also used for the WIFI status, and will flash to indicate the heater is ready to connect to the internet.

## REMOTE CONTROL

Your bladeless heater is supplied with a remote, which allows control of the main features of the appliance.

**ON/OFF:** Turns the heater On and Off

**MODE:** Cycles between Cooling Fan, Low heating and High Heating.

**TIMER:** Press repeatedly to set the On timer in 30 minute intervals. The time set will be displayed on the unit.

**SWING:** Press to turn the Swing Function On and Off.

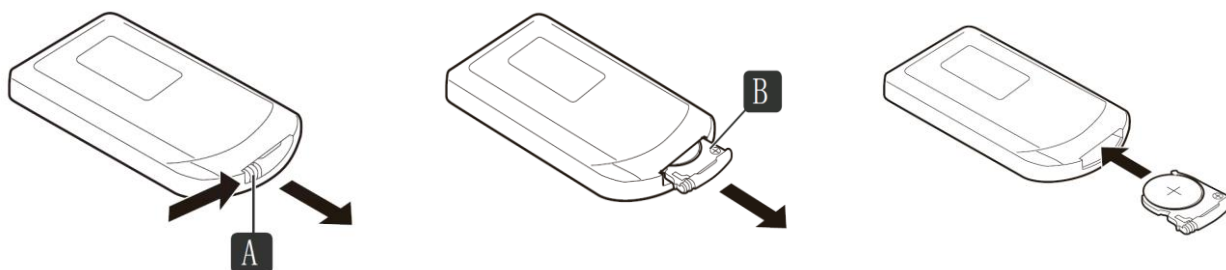
**AMBIENT LIGHT BUTTONS – WHITE, GREEN, PURPLE AND BLUE:** Press the appropriate button to turn on the colour of ambient light required. Press the same button again to turn off the ambient light.



## REPLACING THE BATTERIES

The remote control is powered by a Lithium Button Cell Battery (CR2025). Should the remote become unresponsive, replace the battery following the instructions below:

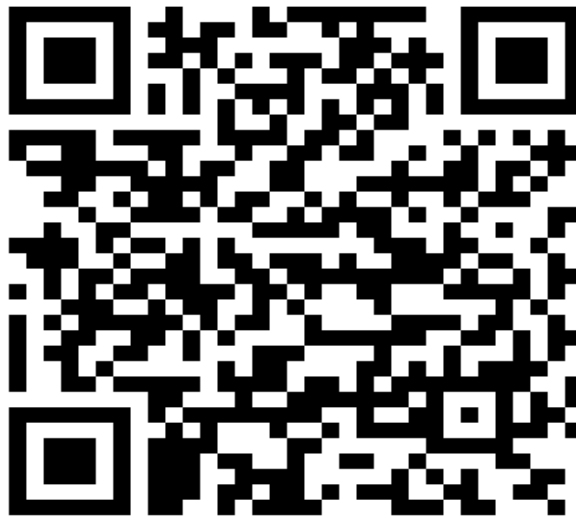
1. Turn over the remote and press tab A to the right.
2. Slide out the battery tray B
3. Replace the battery with the same type, ensuring the positive side is facing upwards.



## 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 Ambient Light indicator will flash rapidly, showing that the unit is in Quick connection mode, and ready to set up.

Please ensure your device is in the correct wifi connection mode for the connection type you are attempting, the flashing of the Ambient Light indicator on your heater will indicate this.

Connection Type	Frequency of Flashes
Quick Connection	Flashes twice per second
AP (Access Point)	Flashes once per second

## CHANGING BETWEEN CONNECTION TYPES

To change the unit into AP mode, with the appliance in standby (Power switch on and unit turned off), press and hold the Mode button for 5 Seconds.

To change back to Quick connection mode, turn the appliance off using the switch on the rear. Leave turned off for 10 seconds before returning the switch to the on position. After a few seconds the Ambient Light indicator will start to quickly flash to indicate the unit is in Quick connection mode.

## TURNING WIFI OFF

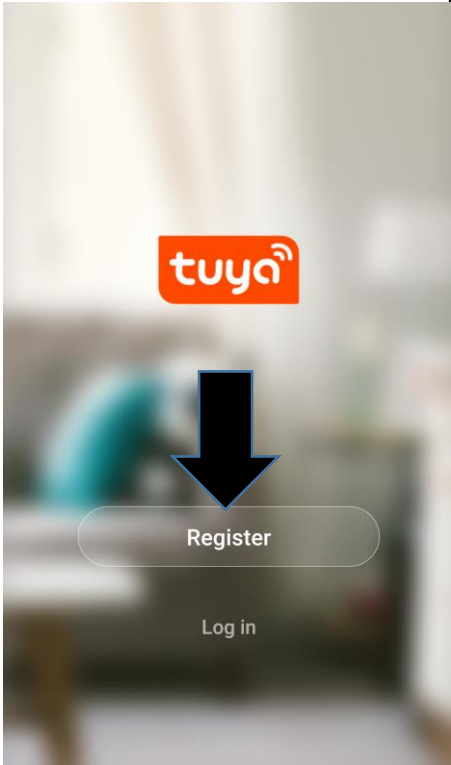
With the appliance in standby mode (Power switch on, but turned off), Press and hold the On Off Button for 3 seconds. The unit will bleep and the Light button will go out.

## TURNING WIFI ON

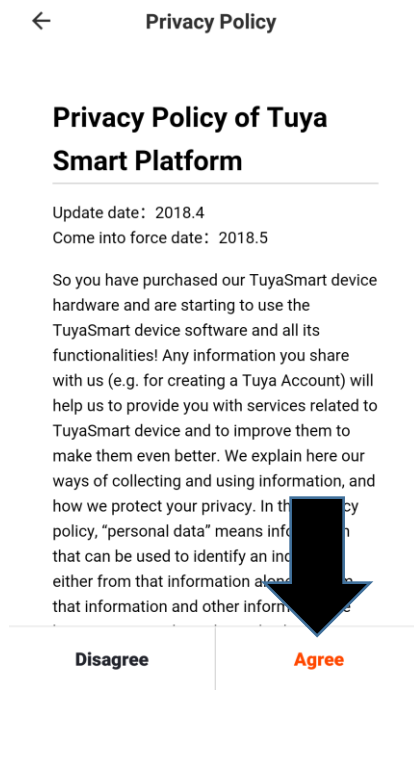
Turn the appliance off using the switch on the rear. Leave turned off for 10 seconds before returning the switch to the on position. After a few seconds the Ambient Light indicator will start to quickly flash to indicate the unit is in Quick connection mode.

# REGISTER THE APP

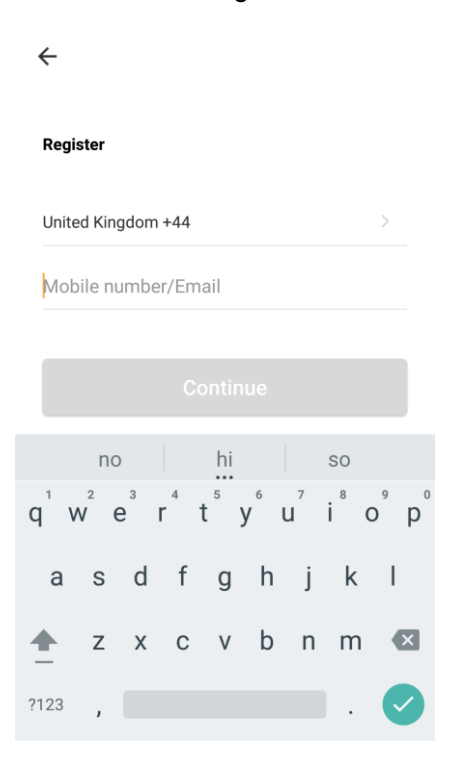
1. Press on the register button at the bottom of the screen.



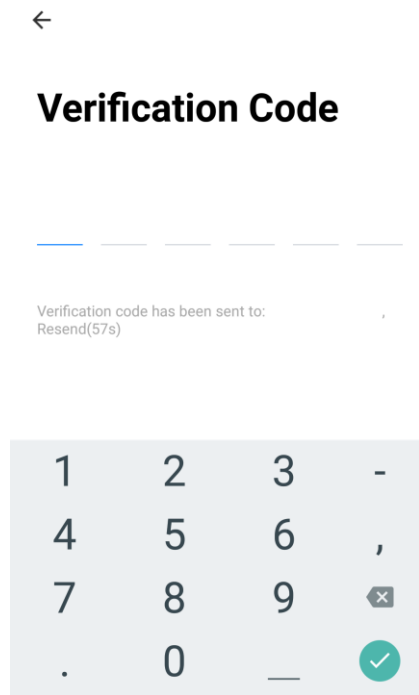
2. Read the Privacy policy and press the Agree Button.



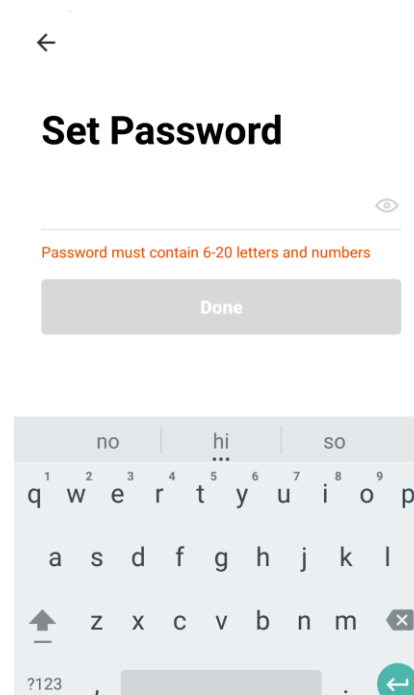
3. Enter your email address or phone number and press continue to register.



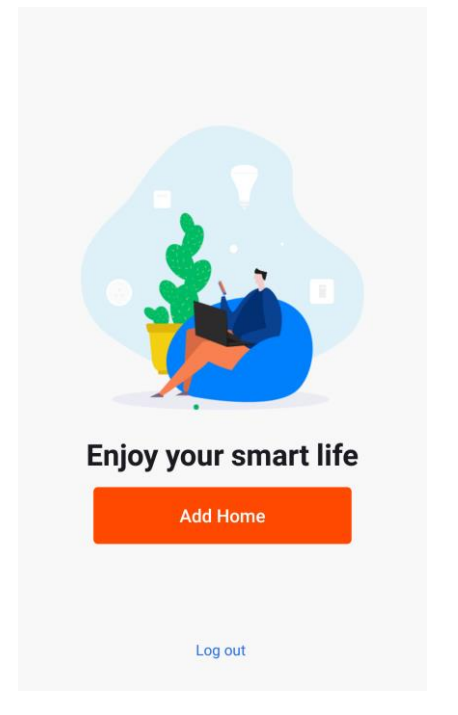
4. A verification code will be sent by the method selected in step 3. Enter the code into the app.



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



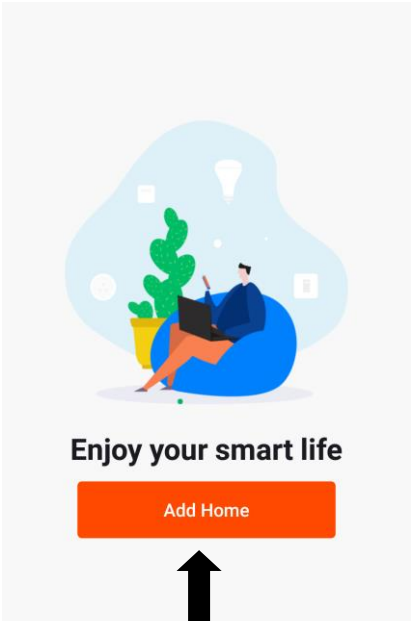
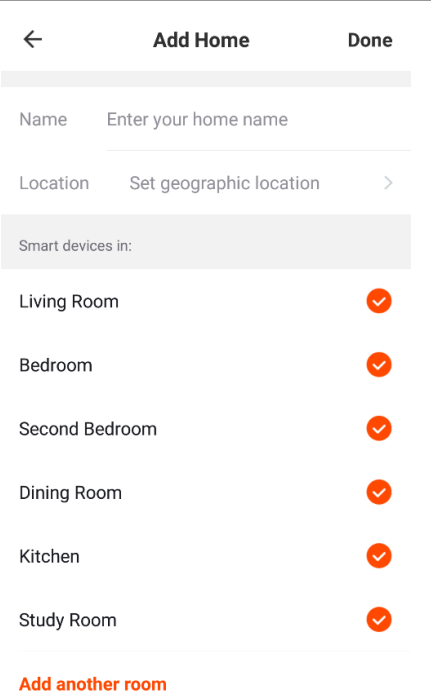
2. The app is now registered. It will automatically log you in following registration.

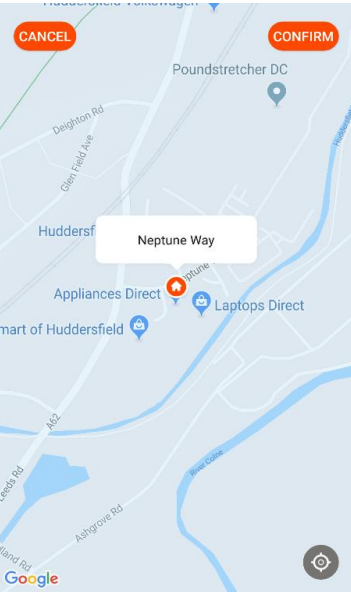
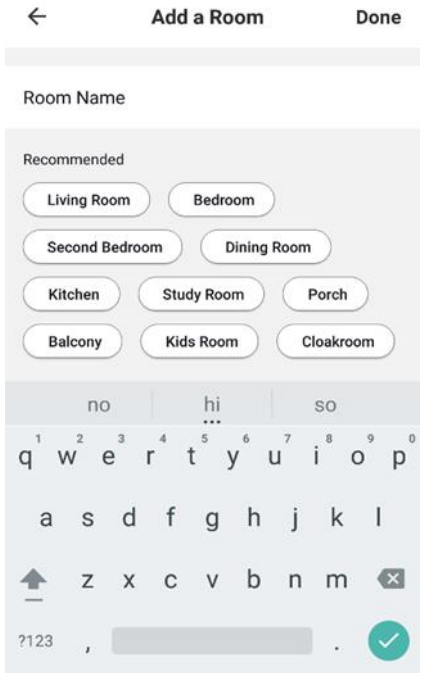


# SETTING UP YOUR HOME WITHIN THE APP

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

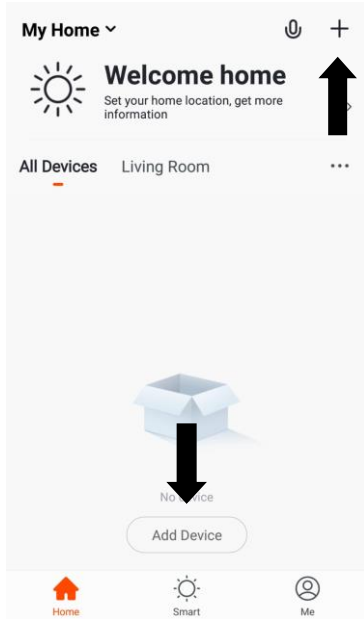
<p>1. Press on the ADD HOME button.</p> 	<p>3. Type in a name for your home,          4. Press on the location button to select the location of your home. (See SETTING YOUR LOCATION below)          5. New rooms can be added by pressing the ADD ANOTHER ROOM option at the bottom. (See ADD ANOTHER ROOM below)          6. Untick any rooms that are not required on the app.          7. Press DONE in the top right corner.</p>	
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<p><b>SETTING YOUR LOCATION</b></p> <p>Use your finger to move the orange HOME symbol.</p> <p>When the symbol is in the approximate location of your home, press the confirm button in the top right corner.</p> <p>Location details allows the app to be set up later to respond to weather conditions in your area.</p>		<p><b>ADD ANOTHER ROOM</b></p> <p>Type in the name of the room, and press Done in the top right corner</p> 
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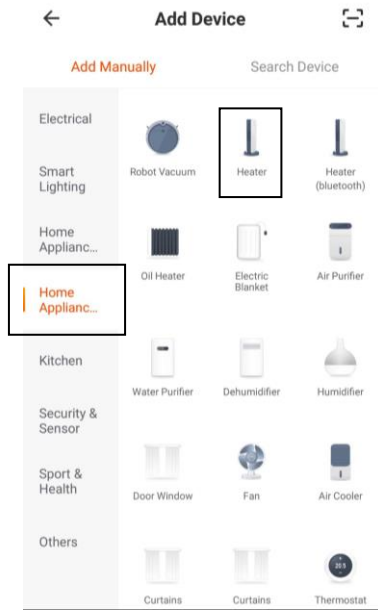
## CONNECTING USING THE QUICK CONNECTION METHOD

Before initiating the connection, make sure the unit is in standby mode (Power switch ON, but unit turned off), with the Ambient Light 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)

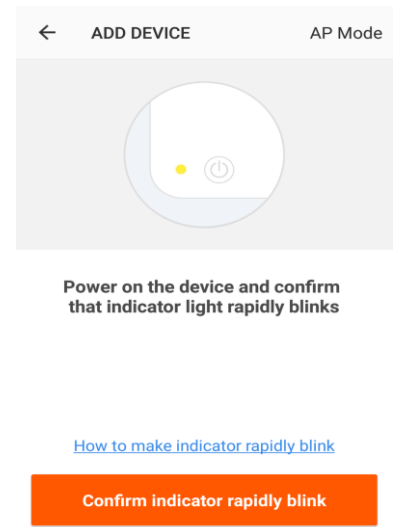
1. Open app and press “+” to add device, or use the add device button



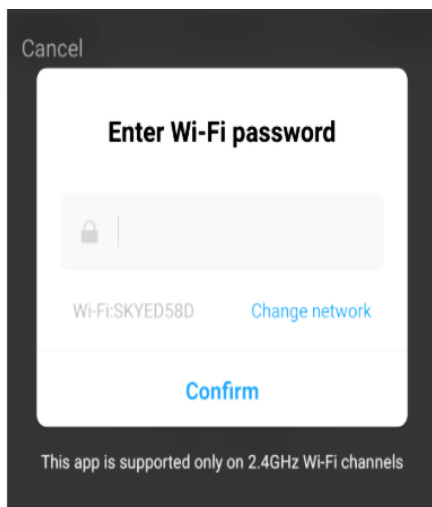
2. Select the type of device as “Heater” within the Home Appliance tab.



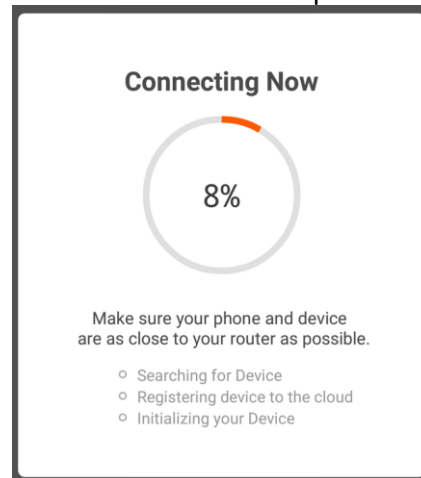
3. Ensure the Ambient Light indicator on the heater is flashing twice per second, then press on the orange button at the bottom of the screen.



4. Enter your wifi password and press confirm.



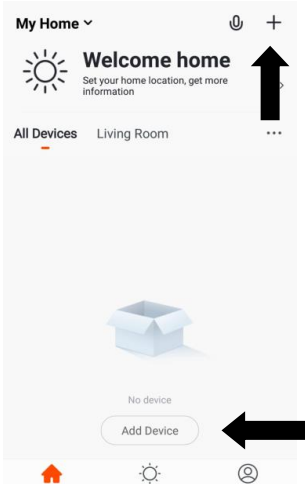
5. This will then transfer the settings to the heater. Wait for this to complete. If this fails, retry. If still unsuccessful please review the troubleshooting section for further help.



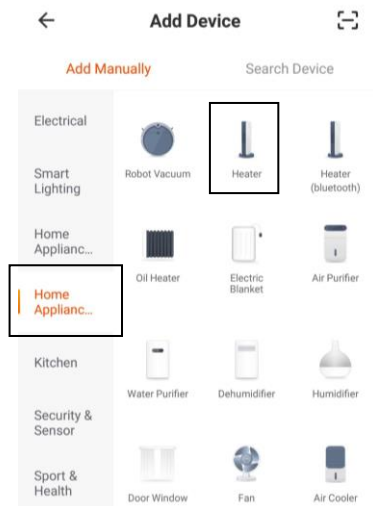
## CONNECTING USING AP MODE (ALTERNATIVE METHOD)

Before initiating the connection, make sure the unit is in standby mode, with the Ambient 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)

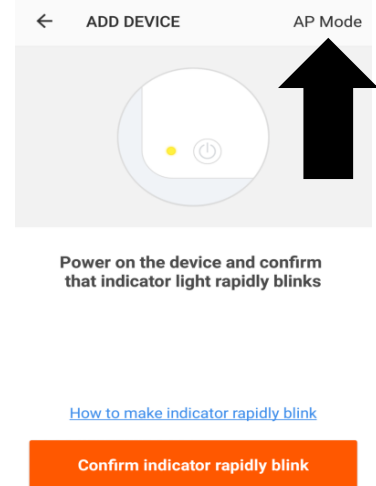
1. Open app and press “+” to add device, or use the add device button



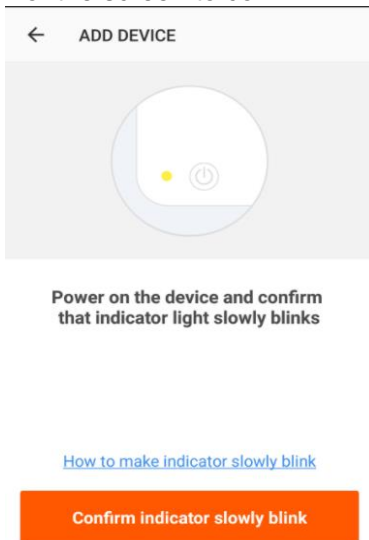
2. Select the type of device as “Heater” within the Home Appliance tab.



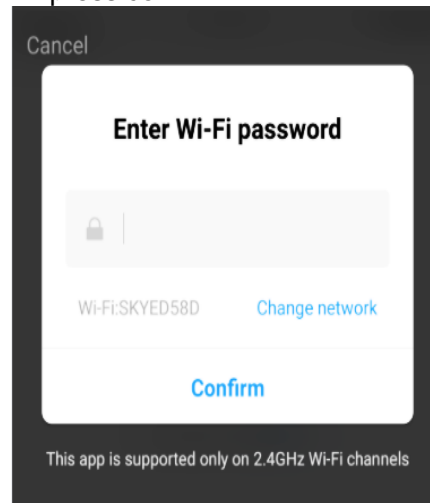
3. Press on the AP mode button in the top right of the screen.



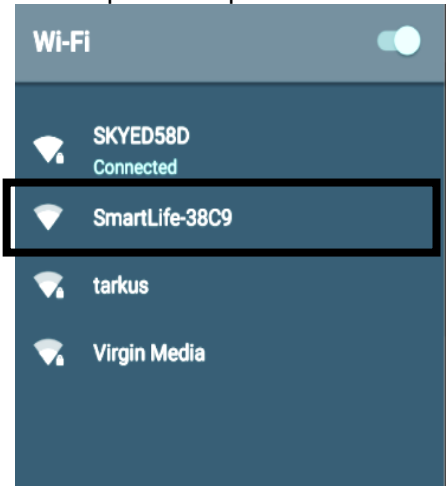
4. Ensure the Ambient Light indicator on the heater is slowly flashing (once per second), then press on the orange button at the bottom of the screen to confirm



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 to allow the user to either 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.

**Change Home:** If you have a number of units at different houses, you can change between them. Also provides a link to home management for changing settings related to the unit's location.

**Current weather conditions:** Provides the current weather conditions based on the location entered during setup

**Rooms:** Use to view the units set up within each room

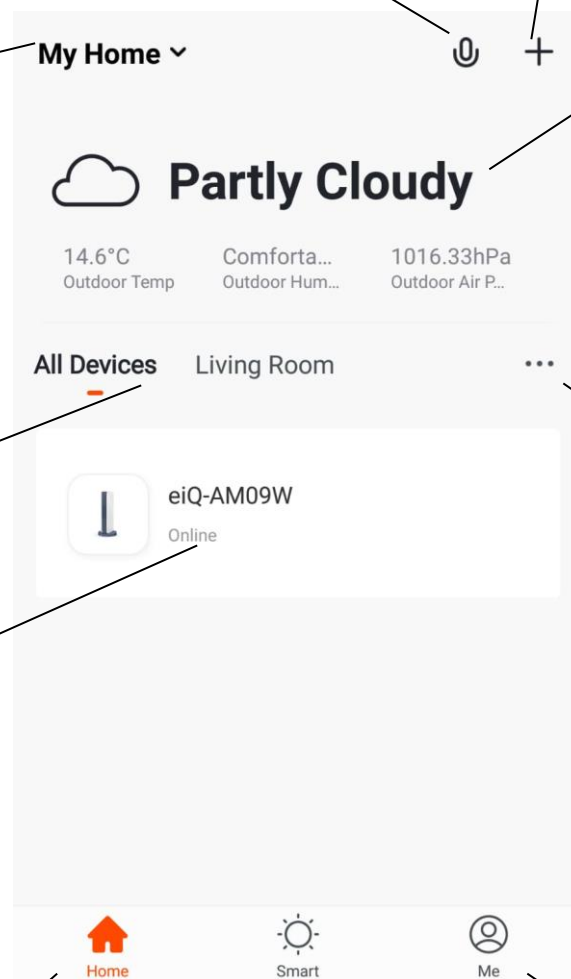
**Room Management:** Allows rooms to be added, removed or renamed.

**Name of Heater and status:** 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, and adding devices using a QR code provided by a friend.



## 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.

**Current Room Temperature:**  
Displays the current room temperature

**Decrease desired Temperature**  
Temperature range 16-40°C

**Increase desired Temperature**  
Temperature range 16-40°C

**Power Button:** Use to turn the unit on or off.

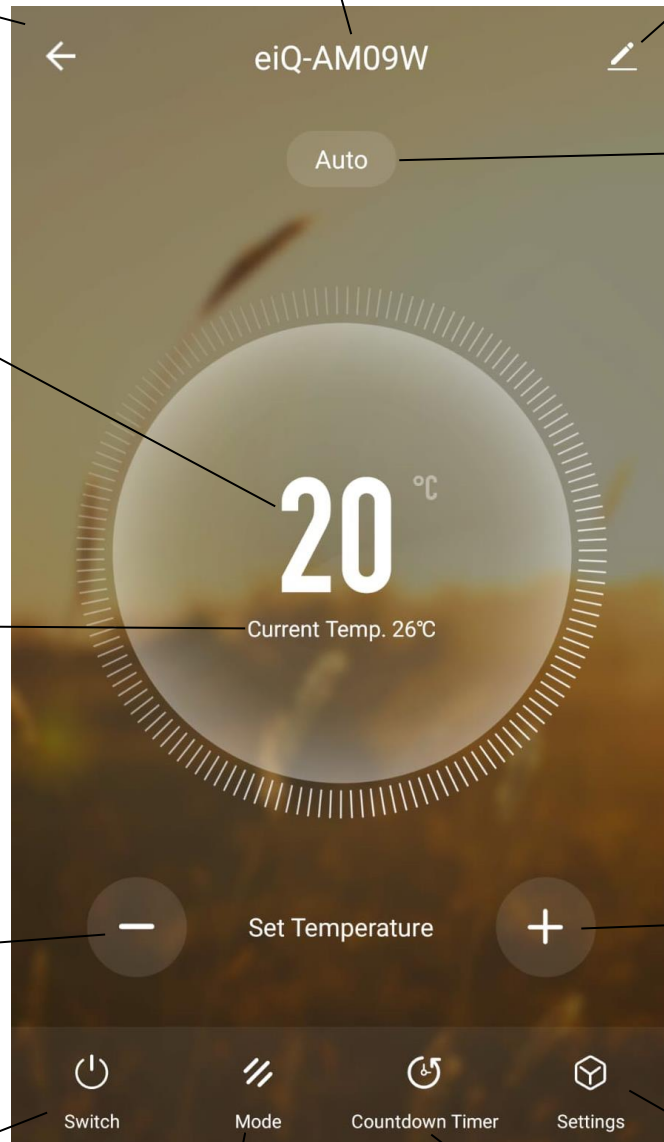
**SETTINGS:**  
Use to activate the child lock, swing or light. Can also be used to set up scheduled operations.

### NOTES:

**MODE:**  
Use to change between Auto, Low Heat, High Heat, and Cooling Fan.

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

- Due to continuous development of the app, the layout and available features may be subject to change.





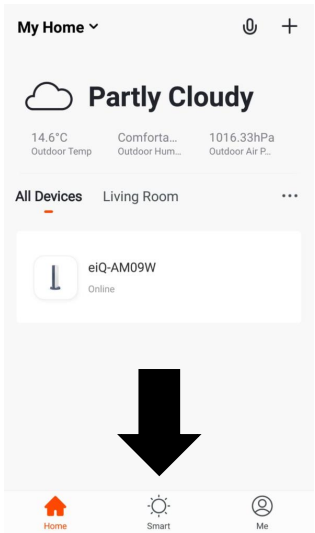
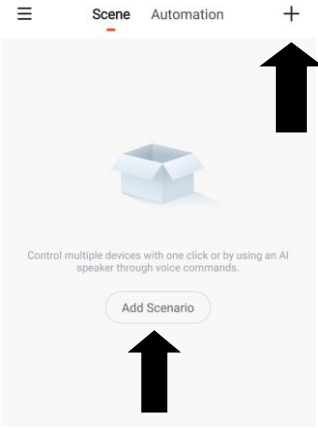
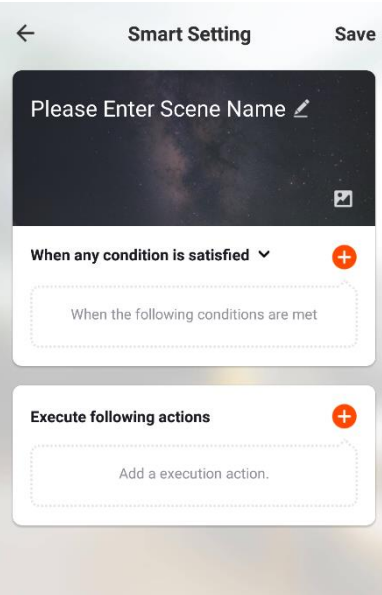
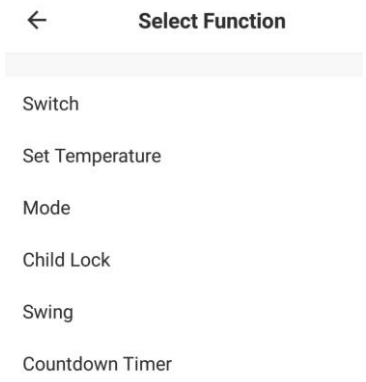
## SMART SCENES

Smart Scenes is a powerful tool providing the option to customise the operation of the air heater based both 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 a one touch button to be added to the Home Screen. The button can be used to change a number of settings in one go, and can change all the settings within the unit. A number of scenes can easily be setup, allowing the user to easily change between a number of preset configurations.

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

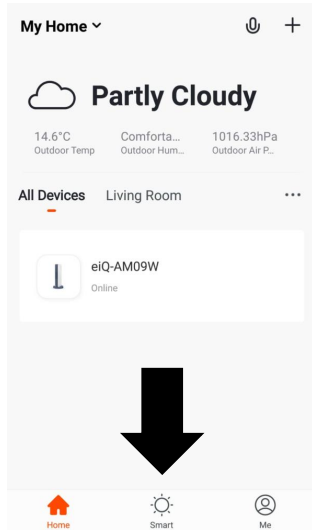
<p>1. Press on the Smart tab at the bottom of the Home screen</p> 	<p>2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene.</p> 	
	<p>3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene          Show on Dashboard: Leave this on if you require 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.</p>	<p>4. 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.</p> 
<p>6. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new Scene. It will then be saved to the home screen</p>		



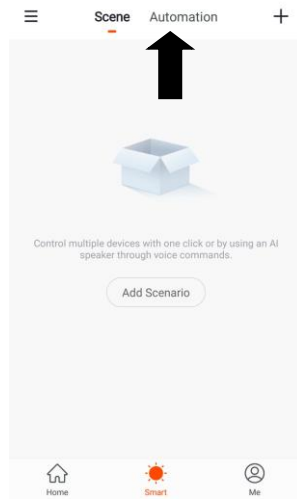
## AUTOMATION

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 what other TUYA enabled devices you have on the network.

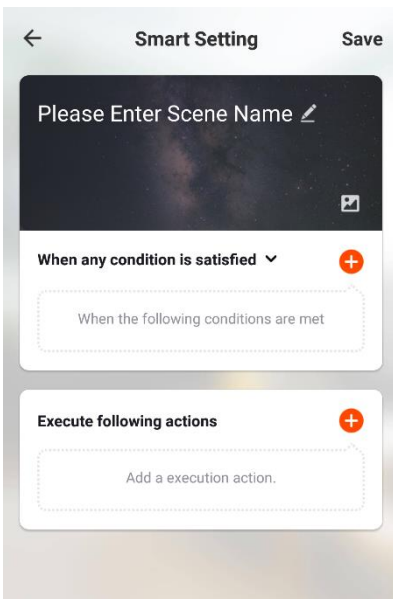
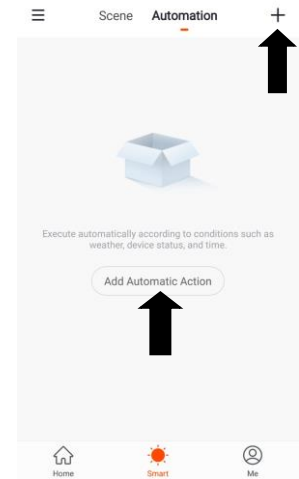
1. Press on the Scene tab at the bottom of the Home screen



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

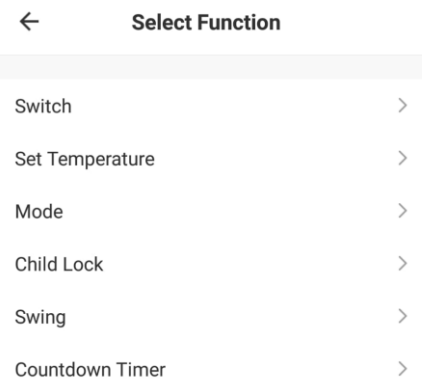


3. Press on the + at the top of the screen or press on Add Automatic Action

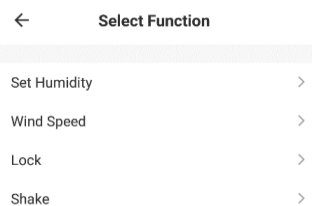


4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene  
Press the Red Plus next to "When any condition is satisfied" to add the trigger  
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.

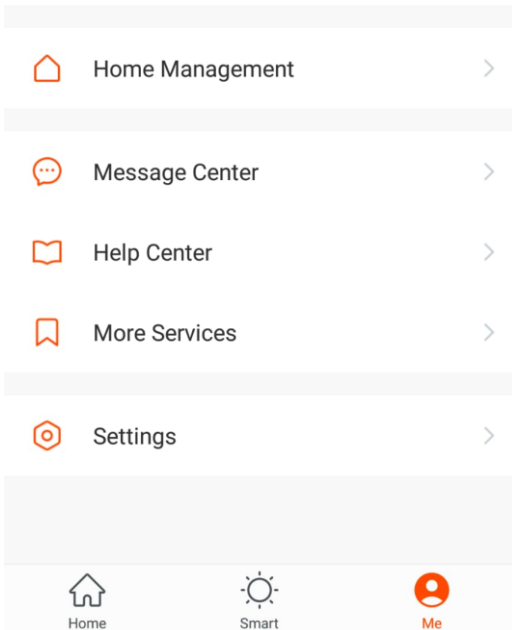


7. Once all the functions required have been added, press the Save button in the top right corner to finalise and save your new scene.

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



Click here to set ni... >



## 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 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 2.4Ghz (5Ghz 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 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	<ol style="list-style-type: none"><li>1. Power cord is unconnected</li><li>2. There is no power from socket</li><li>3. The power switch on the rear of the unit is turned off.</li></ol>	<ol style="list-style-type: none"><li>1. Connect the power cord</li><li>2. Check socket is turned on</li><li>3. Ensure the power switch on the rear of the unit is in the On position</li></ol>
Odour emission from unit	<ol style="list-style-type: none"><li>1. New unit. When the unit is used for the first time the fan motor may produce and odour which will dissipate within a week of use</li></ol>	<ol style="list-style-type: none"><li>1. No action required</li></ol>
Strong vibrations and noise	<ol style="list-style-type: none"><li>1. Unit is not places on a flat surface</li><li>2. Unit may be damaged</li></ol>	<ol style="list-style-type: none"><li>1. Place on a flat surface. May put an anti-vibration mat underneath</li><li>2. If the heater is damaged discontinue use and contact the service centre.</li></ol>

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

## DECLARATION OF CONFORMITY

Hereby, electriQ declares that this heater is in compliance with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

<https://www.electriQ.co.uk/content/declaration-of-conformity>

## TECHNICAL DATA

<b>Model</b>	<b>eiQ-AM09W</b>
<b>Cable length</b>	1.5 meters
<b>Rated Input</b>	2 KW
<b>Power Supply</b>	220-240V/50Hz
<b>Net Weight</b>	3.0Kg
<b>Dimensions</b>	570mm x 290mm x 170mm

## electriQ UK SUPPORT

[www.electriQ.co.uk/support](http://www.electriQ.co.uk/support)

Please, for your own convenience, make these simple checks before calling the service line.

If the unit still fails to operate call: 0871 620 1057 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: 9AM - 5PM Monday to Friday

[www.electriQ.co.uk](http://www.electriQ.co.uk)  
**Unit J6, Lowfields Business Park**  
Lowfields Way, Elland  
West Yorkshire, HX5 9DA

## APPENDIX

Disposal: Do not dispose 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 contact the local council for details of your local household waste recycling centres.

# PRODUCT FICHE

Model Identifier: eiQ-AM09W					
Item	Symbol	Value	Unit	Item	Unit
<b>Heat Output</b>				<b>Type of heat input, for electric storage local space heaters only (select one)</b>	
Nominal heat output	P <sub>nom</sub>	2.0	kW	manual heat charge control, with integrated thermostat	No
Minimal heat output	P <sub>min</sub>	1.0	kW	manual heat charge control with room and/or outdoor temperature feedback	No
Maximum continuous heat output	P <sub>max</sub>	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 <sub>lmax</sub>	2.09	kW	<b>Type of heat output/room temperature control (select one)</b>	
At minimum heat output	e <sub>lmin</sub>	0.89	kW	single stage heat output and no room temperature control	No
In standby mode	e <sub>lsb</sub>	0.329	W	two or more manual stages, no room temperature control	No
				with mechanical thermostat room temperature control	No
				with electronic room temperature control	Yes
				with electronic room temperature control plus day timer	No
				with electronic room temperature control plus week timer	No
				<b>Other control options (multiple selections possible)</b>	
				room temperature control with presence detection	No
				room temperature control, with open window detection	No
				with distance control option	No
				with adaptive start control	No
				with working time limitation	No
				with black bulb sensor	No
Contact Details	electriQ, Unit J6, Lowfields Business Park, Lowfields Way, Elland, West Yorkshire, HX5 9DA				