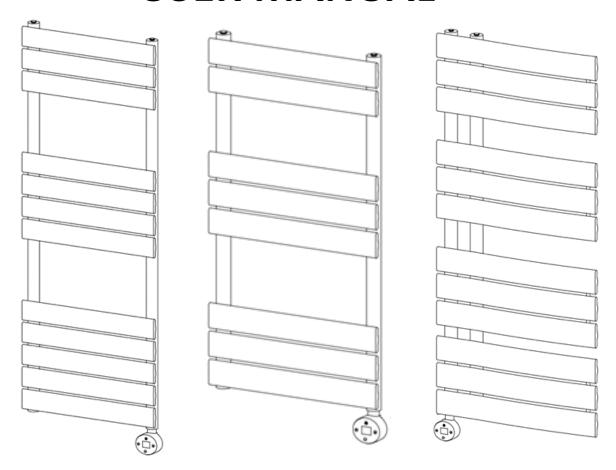
# electriu

## **USER MANUAL**



# ELECTRIC DESIGNER TOWEL HEATER WITH SMART APP

VSTR8-800-0.3CW VSTR12-1200-0.4CW VSTR12-1080-0.4CW VSTR12-1080-0.4BW

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!







# @electriQUK #electriQUK

### 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

Unit J6, Lowfields Business Park, Lowfields Way, Elland West Yorkshire, HX5 9DA

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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 the 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.
- 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.
- Do not use an external timer.
- The heater must not be located immediately below a socket outlet.
- Always ensure the unit is secure before operation. It must be securely attached to a suitable wall.
- 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.

- 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 arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or any flammable liquids are used or stored.
- Never locate this appliance where it may fall into a bathtub or otherwise become exposed to water.
- This appliance is IPX4 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 used within a bathroom, the circuit must be protected by a suitable RCD to prevent electric shock.
- Do not allow the appliance to be submerged or sprayed with water.
- The unit must be installed in accordance with current regulations for the area of installation. 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.
- Installation must be in accordance with all relevant local regulations applicable at the time of installation.
- If electrical work is carried out within the bathroom which involves addition or alteration of existing circuits, it may be notifiable to your local building control department (Part P). If unsure, professional advice should be sought.
- Ensure that your heater is filled with Glycol. If filling up your heater with Glycol, ensure to leave room inside the unit for expansion. It is recommended to leave 10 percent of the unit empty.
- Illustrations in this manual may differ from the final product, this is due to constant product development and improvement.

#### **PARTS SUPPLIED**

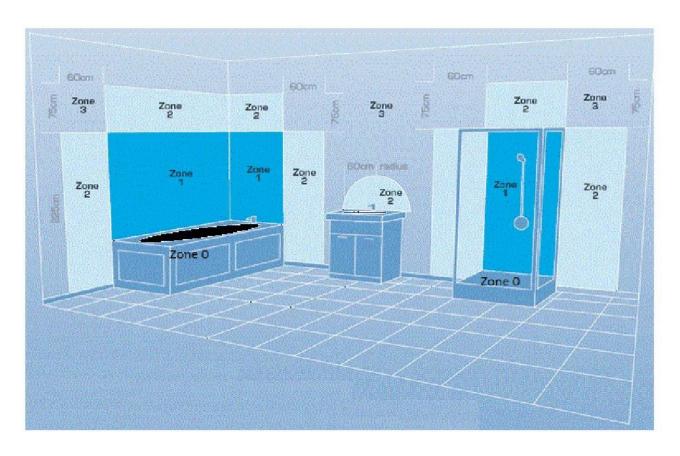


RUBBER WASHER X2

PTFE TAPE X1

#### **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 IPX4 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.



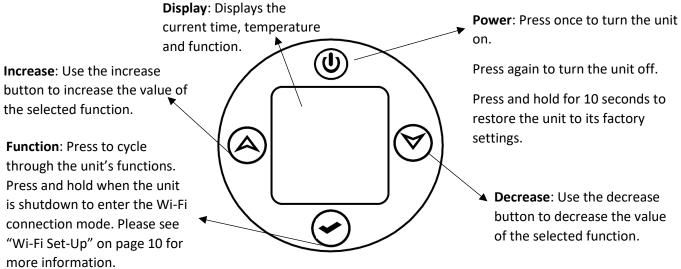
| Zone 0:  | The interior of the bathtub or shower basin.  |  |
|--|---|--|
| <b>Zone 1:</b> The area around the bathtub or shower basin up to a height of 2.25m above the floor |   |  |
| Zone 2:  | The area stretching to 0.6m outside the bath or shower and above the bath or shower if over 2.25m |  |

#### **WALL MOUNTING**

**NOTE:** Depending on your wall type alternative fixings may be required to secure the heater to your wall. Before drilling, ensure that no wires or pipelines are behind the wall to prevent damage. **IMPORTANT:** This heater is heavy. Two people are recommended for installation.

| Step 1 | (vertically and horizontally). Make a   | four hanging holes on the back of the heater note of the measurement, and mark four points a spirit level to ensure that they are level. |
|--------|---|--|
| Step 2 | Drill 4 holes into the wall where you have marked using a Ø10mm drill bit and insert the wall plugs provided. Secure the wall brackets to the wall using the screws and metal washers provided.  Ensure that the brackets are |  |
|        | secure and that the screw holes are facing downwards before commencing onto the next step.  | E. E.  |
| Step 3 | Fix the four wall bracket inserts onto the back of the heater using the screws provided. Ensure that the screw holes on the brackets are facing down.   |  |
| Step 4 | With two people, carefully hang the heater onto the wall brackets by inserting the inner wall brackets into the wall brackets. You can now secure the inner wall bracket to the wall bracket using the screws provided.       |  |

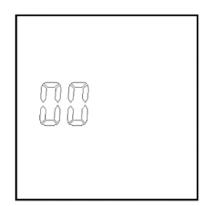
#### **OPERATION**



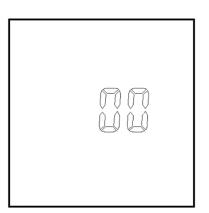
| re information.      |  |  |  |
|----------------------|--|--|--|
| Display<br>Screen    | Image (When the function is chosen, the corresponding image will be illuminated) | Description  |  |
| Child lock           | ~~ <u>~</u>  | Press and hold the increase and decrease buttons for 3 seconds.  In child lock mode no other functions are assessable. To exit child lock mode, press and hold the increase and decrease buttons for 3 seconds.  |  |
| Comfort              |  | In comfort mode use the increase and decrease buttons to select the desired heater temperature. The heater will then work until it has reached the desired temperature.  |  |
| Economy              |  | In comfort mode use the increase and decrease buttons to select the desired heater temperature. The heater will then work until it has reached the desired temperature.  |  |
| Anti-Frost           |  | In thawing mode, the temperature is fixed at 15°C.   |  |
| Timer                | <b>(</b>   | Use to set the inbuilt timer function. Please see "Timer settings" on page 9 for more information.   |  |
| Forced<br>heating    |  | Forced heating mode will set the unit to work at a temperature of 65°C for 2 hours. The time that forced heating works for can be amended in 30-minute increments between 30 minutes and 8 hours using the increase and decrease buttons. Once the desired time has been chosen, wait 10 seconds and the display will flicker and the forced heating will begin. |  |
| Time and temperature |  | Displays the current time, timer and temperature of the unit.  |  |
| Heating              | \$\$\$\$\$\$<br>#####  | Shows that the unit is on and working.   |  |
| Wi-Fi                |  | Allows for Wi-Fi connection. Please see "Wi-Fi Set-Up" on page 10 for more information.  |  |

#### **SETTING THE TIME**

When the unit is powered on, press the function button until the Timer image is displayed on screen. Then, press and hold the function button to set the time. Use the increase and decrease buttons to adjust the hour value between 0-23 hours.

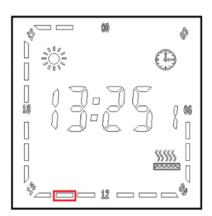


After you have set the hours, press the function button once to set the minutes. Use the increase and decrease buttons to adjust the minutes between 0 and 59 minutes. Press the function button again to confirm the time and begin programming the timer.



#### PROGRAMMING THE TIMER

Ensure that the above steps have been followed before programming the timer. You can then use the increase and decrease buttons to set the hour in which the unit will be working between 23-00 hours. Press the function button once to confirm the hours you have set and move onto the next day (1-7) and follow the previous step to set the hour the unit will be functioning for each day.



#### CONNECTING THE APPLIANCE TO WIFE

#### 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.





**MODES AVAILABLE FOR SETUP** 

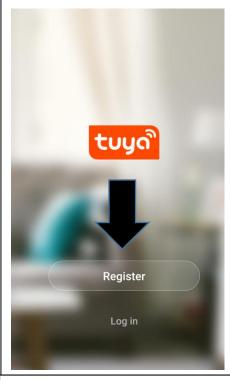
It is recommended to use Bluetooth connection to connect your unit to Wi-Fi. This is the easiest connection method and will ensure that no time is wasted in getting to use your new heater to its fullest potential.

To connect the unit to Wi-Fi via Bluetooth connection, ensure your mobile phone has Bluetooth enabled and simply plug the heating element in, the unit will now be in connection mode. You can then follow the steps in the below section to link the unit and customize your app.

To turn the Wi-Fi using AP connection, press and hold the FUNCTION button for 3-5 seconds until the display shows lines moving in a clockwise direction. A timer will also appear in the center of the display for 3 minutes. After the 3 minutes has elapsed, the unit will then default to Bluetooth connection. Follow the above steps to re-enter AP connection.

#### **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.
  - ← Privacy Policy

Update date: 2018.4

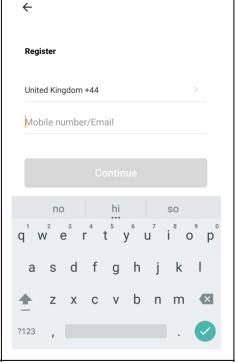
Disagree

#### Privacy Policy of Tuya Smart Platform

Come into force date: 2018.5

So you have purchased our TuyaSmart device hardware and are starting to use the TuyaSmart device software and all its functionalities! Any information you share with us (e.g. for creating a Tuya Account) will help us to provide you with services related to TuyaSmart device and to improve them to make them even better. We explain here our ways of collecting and using information, and how we protect your privacy. In the cypolicy, "personal data" means information are that can be used to identify an inceither from that information along that information and other information and other information and other information and other information.

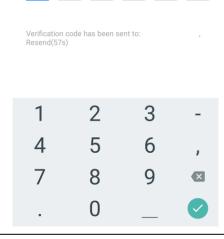
 Enter your email address or phone number and press continue to register.



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

 $\leftarrow$ 

#### **Verification Code**

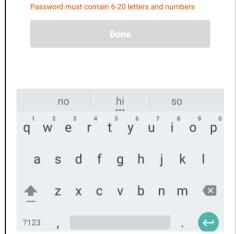


5. Type in the password you would like to create. This needs to be 6-20 characters, with letters and numbers.

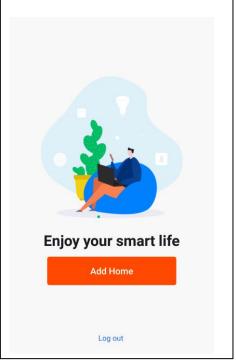
Agree

 $\leftarrow$ 

#### **Set Password**



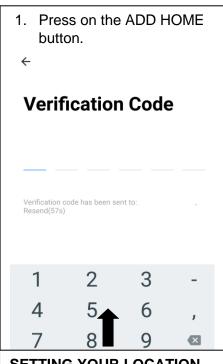
6. The app is now registered. It will automatically log you in following registration.



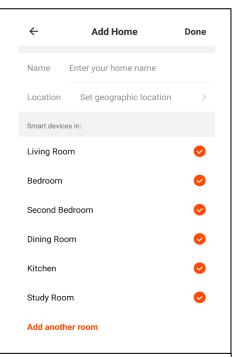
#### SETTING UP YOUR HOME WITHIN THE APP

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



- 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.

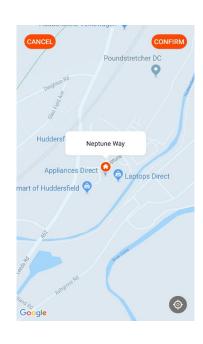


#### **SETTING YOUR LOCATION**

Use your finger to move the orange HOME symbol.

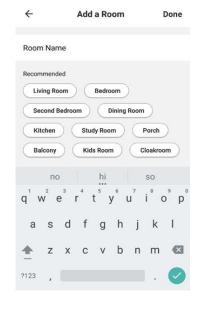
When the symbol is in the approximate location of your home, press the confirm button in the top right corner.

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



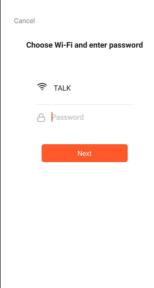
#### CONNECTING USING THE BLUETOOTH CONNECTION METHOD

Before initiating the connection, make sure your mobile phone has Bluetooth enabled and that the unit is plugged in. Also ensure your phone is connected to the WiFi network. (We advise turning mobile data off during setup).

 Open app and enter the home screen. Turn the unit on and on the app, press add device.



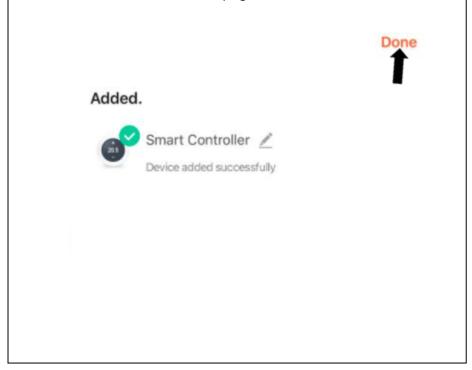
2. Select your Wi-Fi and enter your Wi-Fi password, this is usually found on the back of your router.



Your device will then begin to connect. Once successfully connected, press next.



4. Your smart controller will now be ready to use, press done to access the control screen. See page 16.



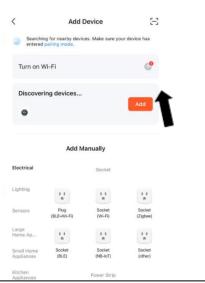
#### **CONNECTING USING AP MODE (ALTERNATIVE METHOD)**

Before initiating the connection, make sure the unit is in standby mode, with AP mode activated. 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)

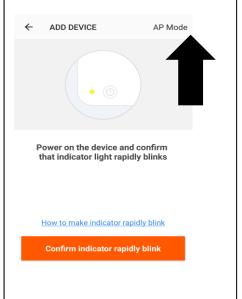
 Open app and press "+" to add device, or use the add device button



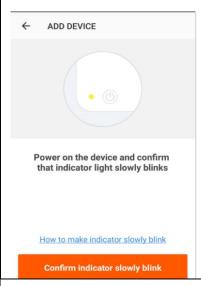
2. When the devices in connection mode, it will appear at the top. Press add to add the device.



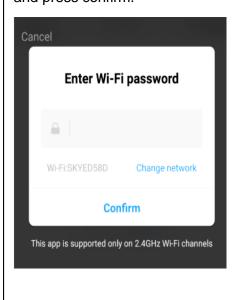
3. Press on the AP mode button in the top right of the screen.



4. Ensure the unit is still displaying the countdown, 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.



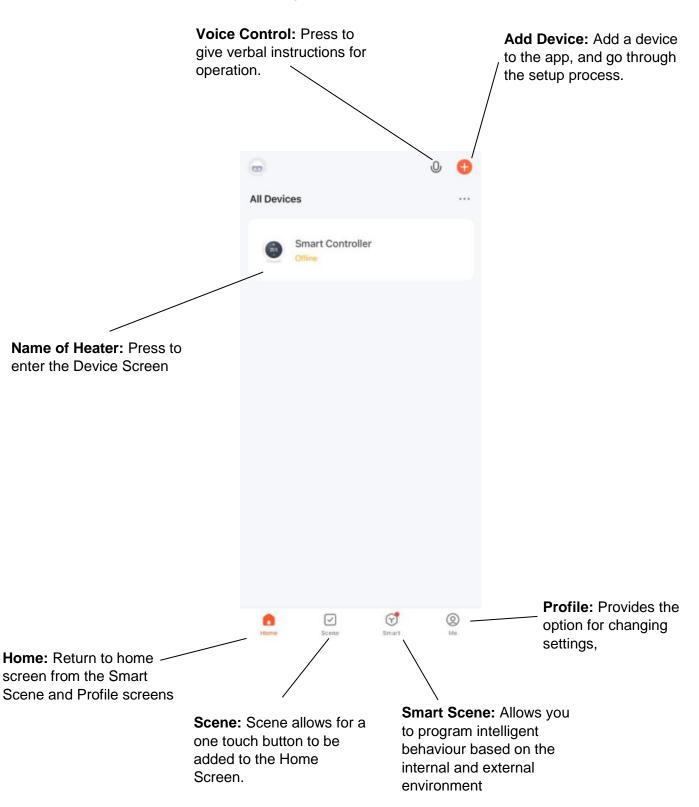
This will then transfer the settings to the heater.

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**

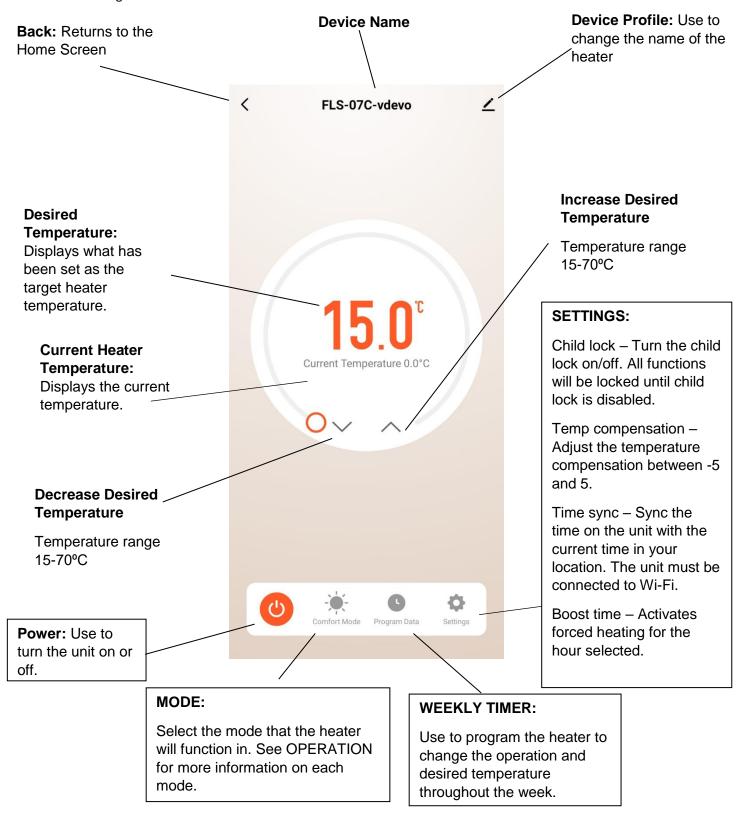
#### THE HOME SCREEN

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.



#### **DEVICE SCREEN**

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



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

#### **SMART SCENES**

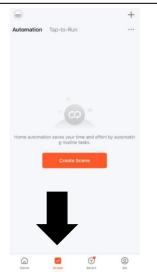
Smart Scenes is a powerful tool providing the option to customize the operation of the air heater based both on conditions within the room and outside influences. This gives the user the option of specifying much more intelligent actions. These are split into two categories Scene and Automation.

#### **SCENE**

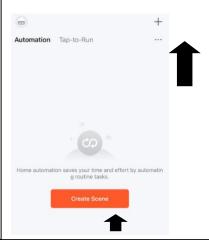
Scene allows for a one touch button to be added to the Home Screen. The button can be used to change a number of settings in one go, and can change all the settings within the unit. A number of scenes can easily be setup, allowing the user to easily change between a number of preset configurations.

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

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



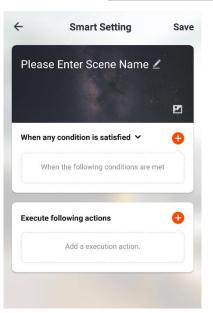
2. Press on the Plus in the top right corner or on Add Scenario to add a smart scene.



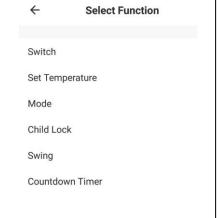
3. Press the Pen next to "Please Enter Scene Name" to input the name for your Scene

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. 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.

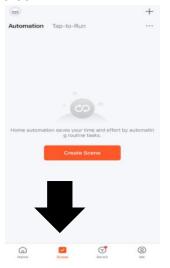


5. Once all the functions required have been added, press the Save button in the top right corner to finalize and save your new Scene. It will then be saved to the home screen

#### **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 what other TUYA enabled devices you have on the network.

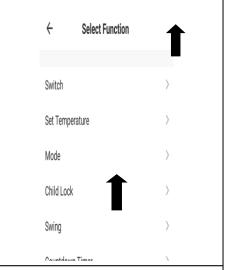
 Press on the Scene tab at the bottom of the Home screen



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

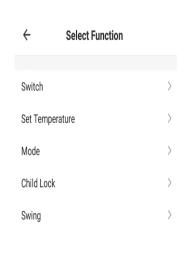


4. Setup is very similar to the scene setup on the previous page, and includes an extra section for specifying a trigger for the scene to start.

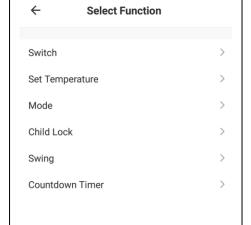
Press the Pen next to "Please Enter Scene Name" to input the name for your Scene

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

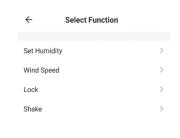
Press the Red Plus next to "Execute following actions" to add the action required. Then select the heater from the list of devices.



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

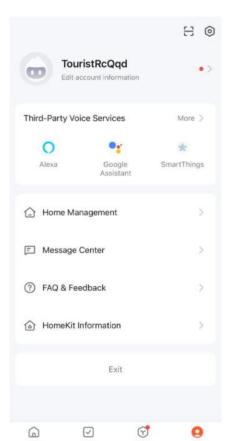


6. Chose the function, set the value for the function, and then press the back button in the top right corner, to return to the previous screen.



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 proves 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)

#### **FAQ & FEEDBACK**

Provides assistance using the features provided within the app

#### THIRD PARTY VOICE SERVICES

This allows the unit to be integrated with your favorite 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.
- 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   | 1. The power cord is unconnected                 | 1. Connect the power cord           |
|            | 2. There is no power from the socket             | 2. Check socket is turned on        |
|            | 3. The power switch on the rear of the unit is   | 3. Ensure the power switch on the   |
|            | turned off.                                      | rear of the unit is in the on       |
|            |  | position                            |
| Odour      | 1. New unit. When the unit is used for the first | 1. No action required               |
| emission   | time the unit may produce an odour which will    |                                     |
| from the   | dissipate within a week of use                   |                                     |
| unit       |  |                                     |
| Strong     | 1. The Unit is not placed securely placed onto   | 1. Ensure that the unit is properly |
| vibrations | the wall   | secured to the wall and level.      |
| and noise  | 2. The unit may be damaged                       | 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.

#### **DECLARATION OF CONFORMITY**

Hereby, electriQ declares that this heater follows 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

#### REPLACING THE HEATING ELEMENT

Replacement heating elements can be sourced from the supplier. Please see page 22 for contact information.

After time or if moving or cleaning your heater, you may need to remove the heating element. Before removing the element first ensure that your heater is unplugged, and if it has been in use, that sufficient time has been allowed for it to cool down. Then the heater must carefully be removed from the wall with two people present at all times. Rest the heater on a soft surface to prevent damage to the unit.

To remove the heating element, simply unscrew in a counter clockwise direction. Before reintsallation, first ensure that you have all the correct parts needed.

- PTFE Tape
- Spanner
- The heating element is designed to be fitted into the bottom of the unit and can be
  fitted into either the left or right port. Before installing, decide on the location where
  your heater will be mounted, take care to ensure that the element will be accessible and
  that the power cord can reach a suitable socket when your heater is mounted to the
  wall.
- If the previous PTFE tape has been damaged or is looking worn down wrap the provided PTFE tape around the thread of the heating element, ensuring the full thread is covered.
- Then carefully turn the heater on its side with the port you have chosen for installation facing upwards. This allows for easy installation of the element and prevents the possible leakage of Glycol.
- Remove the locking nut from the port using the provided spanner and keep safe for future installation.
- Gently insert the element into the port and screw into place. Ensure that the control panel is facing the front of the unit before installing back onto the wall.



#### TECHNICAL DATA

| MODEL             | Voltage  | Frequency | Max power | IP Rating |
|-------------------|----------|-----------|-----------|-----------|
| VSTR12-1200-0.4CW |          |           |           |           |
| VSTR12-1080-0.4CW | 220-240V | 50Hz      | 400W      | IPX4      |
| VSTR12-1080-0.4BW |          |           |           |           |
| VSTR8-800-0.3CW   | 220-240V | 50Hz      | 300W      | IPX4      |

#### electriQ UK SUPPORT

#### 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: 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: 9AM - 5PM Monday to Friday

www.electriQ.co.uk

Unit J6, Lowfields Business Park

Lowfields Way, Elland

West Yorkshire, HX5 9DA

#### **APPENDIX**

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 contact the local council for details of your local household waste recycling centres.