



ALFRESCO OUTDOOR HEATER 2400W WITH REMOTE

USER MANUAL

Model No.: APH2400R



**BEFORE OPERATING THIS PRODUCT, READ, UNDERSTAND, AND
FOLLOW THESE INSTRUCTIONS.**

IMPORTANT SAFEGUARDS

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

PLEASE READ ALL INSTRUCTIONS CAREFULLY BEFORE USING THIS PRODUCT


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

- Carefully read all instructions before operating your new product for the first time and save for future reference.
- Remove and safely discard any packaging material and promotional labels before using the appliance for the first time.
- To eliminate a choking hazard for young children, remove and safely discard the protective cover fitted to the plug of this appliance.
- Always operate the product from a power source of the same voltage, frequency and rating as indicated on the product identification plate.
- 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 use of the appliance by a person responsible for their safety.
- Close supervision is necessary when the product is used by or near children or invalids. Children should be supervised to ensure that they do not play with the appliance.
- This product must not be located immediately below a socket outlet, and should not be used in the immediate vicinity of water, such as bathtubs, washbowls, swimming pools etc. where the likelihood of immersion or splashing could occur.
- **WARNING: In order to avoid overheating, do not cover the heater, or operate in close proximity to curtains, etc. Check air inlets and outlets from time to time for accumulated dust.**
- Do not leave the heater running unattended.
- Do not operate the product if it is dropped, damaged or showing signs of product malfunction.
- Do not operate the product with a damaged plug or cord. Return the complete product to the place of purchase for inspection, refund or replacement.
- If the supply cord is damaged, the cord must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid hazard.
- Do not immerse or expose the product or flexible cord to rain, moisture or any other liquid.
- Switch off and unplug from outlet when the product is not in use and before cleaning the unit.
- To avoid personal injuries or property damage, do not insert any body parts (e.g. finger) or objects through the air inlet or outlet openings when the heater is operating.
- Always disconnect the heater when moving it from one location to another.
- The use of attachments or accessories not recommended or sold by the product distributor may cause personal or property hazards or injuries.
- The surfaces of the heater are very hot during operation. Avoid contact with the wind outlet. Use handles and knobs if necessary.
- Do not twist or wrap the power cord around the appliance as this may cause the insulation to weaken and split, particularly where it enters the unit.

- Use of an extension cord is not recommended. However, if it is absolutely necessary ensure the cord is short as possible (long cords coiled up can overheat and cause tripping accidents).
- Do not use the appliance on the same socket or electric circuit with other electrical appliances so as to prevent the circuit from being overloaded, which will cause fire. Please do not prolong the power cords by yourself or use movable socket.
- Ensure the cord is fully extended before use and accommodate it so that it is not in touch with any part of the heater.
- Ensure heater is not blocked and there are spacing of at least 50cm around its sides and 120cm from the front or heat outlet.
- Avoid touching the heater body whilst the heater is on. Do not move the appliance while it is functioning in order to avoid overheating with the additional risk of fire.
- Switch off and unplug from outlet when not in use, before assembling or disassembling parts and before cleaning. Remove by grasping the plug - do not pull on the cord.
- Do not use the appliance for other than its intended use.
- Do not leave the appliance unattended when switched on.
- Do not use the heater to dry your laundry. Never obstruct the intake and outlet grilles (danger of overheating).
- When the appliance is used in portable version, do not place it up against the walls, furniture, curtains, etc.
- This appliance comes with a Y-type connection. Replacement of the feed cable must be entrusted with a technician only, because such work required special tools.
- The appliance must not be positioned directly underneath a fixed power point.
- Do not use the appliance while it is cooling down, in order to avoid overheating with the attendant risk of fire.
- Do not use this heater with a programmer, timer or any other device that switches the heater on automatically since a fire risk exists if the heater is covered or positioned incorrectly.
- This electrical appliance complies with relevant technical safety and electromagnetic compatibility standards.
- For cleaning do not immerse the heater in any liquid. For wiping the heater clean, use only a moist cloth. For cleaning never remove the grid. You can use long and thin brush that can be easily put inside of grid. Ensure that the heater is turned off, unplugged and cooled down before and cleaning.
- This appliance is designed for use in gardens or terrace and any rooms in your house.
- Do not put the heater in an extreme weather (like storm, rain, snow or thunderstorm). Never let it stand in strong draught because it may tip over.
- Allow ample space around the heater. Always place the heater at least 1M away from any curtains, furniture and other flammable materials. When you want to use the heater under a marquee, ensure that the distance is sufficient that the marquee can not burn.
- The distance between back of the radiant heater and roof should be larger than 150mm, can not place objects within 1000mm distance in front of radiant heater, the side should be kept at least 200mm away from the surrounding space.
- Radiant heater surface temperature is high, must be installed higher than 2.2 meters above ground.

- Do not cover the appliance with clothes, towels, blankets or other things or use it to dry clothes.
Fire hazard!
- Keep the mains power cord at a safe distance from the heater. During heating the mains cord must not be allowed to touch with hot parts of the heater or sharp edges.
- Never touch live parts! **Danger to life!**
- Never operate the appliance with wet hands! **Danger to life!**
- Never rotate the heating part of the appliance during operation. To change the tilt angle of the heating part, we advise you to wait for 15 minutes after the appliance has been switched off before adjusting the angle.
- Don't touch the front grid when the unit is turned on and operating.
- The appliance is not suitable for use in any animal enclosures or cages
- The warranty will not apply to appliances used for professional or commercial usage.
- Do not use the appliance in flammable areas (e.g. in the vicinity of combustible gases or sprays cans) **Explosion and fire hazard!**
- The heater must not be located immediately below a socket outlet.
- The unit must be positioned such that the control elements cannot be touched by persons who are in a bath, a shower or any other water-filled receptacle.
- The power socket-outlet must be accessible at all times to enable the mains plug to be disconnected as quickly as possible.
- When not in use always unplug the heater.
- Never use the appliance if the appliance or cord is damaged. **Risk of injury!**
- If the power cord is damaged or if the appliance is damaged to the extent that electrical parts are exposed, immediately disconnect from the power supply and refer to the store from where the appliance was purchased. Improper repairs can expose the user to considerable danger.



- The meaning of figure  is marking is "DO NOT COVER".
- **WARNING:** In order to avoid overheating - do not cover the heater
- The fireguard of this heater is intended to prevent direct access to heating elements and must be in place when the heater in use. The fireguard does not give full protection for young children or any other user.
- 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 supervision or instruction concerning use of the appliance by a person Responsible for their safety.
- Children should be supervised at all times to ensure that they do not play with the appliance.
- Do not use this heater in the surroundings of a bath, shower or pool.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or a similarly qualified person in order to avoid a hazard.
- **Caution:** in order to avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance must not be supplied through an external switching device, such as a timer , or connected to a circuit that is regularly switched on and off by the utility.
- **Do not use the heater near curtains or blinds.**
- **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. The Heater must not be blocked in front of a socket outlet.**

- Heller strip heater has an IP rating of 44. This means it is safe for water ingress. The heater can be safely cleaned.
- Heller strip heater has undergone extensive testing in laboratory conditions. It has been this testing that gives the purchaser the confidence of a quality product.
- The outdoor strip heater comes in plug. In both cases the fixed wiring must be installed by a licensed electrician in accordance with the relevant wiring regulations.
- Heller strip heater is Class 1 equipment and must be earthed.
- In operation, this heater is VERY HOT— do not touch any part of the heater while it is turned on. Do not touch any part until 30 minutes after it is turned off.
- Do not allow any cables, furnishings, flammable materials or other items come in contact with any surface of the heater.
- If installed in wet areas, the heater must be situated at a distance where there is no personal contact
- The heater needs to be installed as per the installation instructions paying special attention to the minimum clearances.
- The heater needs to be mounted on a rigid bracket or fixing.
- The heater must not be mounted immediately below or in front of a socket outlet.

These instructions for use belong to the appliance and must be kept in a safe place. When changing owners, these instructions must be surrendered to the new owner!

READ AND SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

BEFORE FIRST USE

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

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

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

PRODUCT OVERVIEW

Why choose Heller strip heaters for your outdoor or hard-to-heat indoor area?:

As there is typically constant movement in an outdoor or open indoor area, many conventional patio heaters rely on convection heating which works by heating the surrounding air. This can be quite impractical for these areas, as this heated air can easily blow away with natural air movement. Radiant style heaters transfer heat directly to objects through infra-red waves.

Whilst convection heaters heat the air in between objects, radiant heaters heat the surface of the objects themselves. Heller strip heaters are more effective within an outdoor or non-insulated indoor area because they provide targeted warmth directly to the people and objects in their path.

Discrete, stylish heating for undercover outdoor and indoor open areas:

Using the radiant heating principle, Heller strip heaters can provide effective and energy efficient comfort heating for undercover outdoor and indoor open areas. Heller strip heaters have successfully enabled many entertainment venues such as restaurants, pubs and clubs to utilize their outdoor dining areas day and night, through all seasons. Within your workplace or business, Heller strip heaters can provide comfort heating for designated outdoor smoking and leisure areas, as well as for workstation spot heating in factories, warehouses and showrooms. Within your home, Heller strip heaters can provide comfort heating for undercover alfresco dining and BBQ area, patios, verandas, courtyards and balconies.

The **APH2400R** model is an ultra-high temperature heater used for uncovered or open areas with a mounting height of 2.1m to 2.7m.

Recommendation:

APPLICATION	2400W
Indoor insulated areas, classrooms, offices, bathrooms, wet areas, drying rooms	√
Outdoor under cover, café, veranda, patio, balcony ceiling height 3m or less	√
Outdoor under cover, café, veranda, patio, balcony ceiling height 3m or more	X
Indoor open area, warehouse, factory, production areas, sports facilities	√
Indoor spot heating, above tables, assembly areas	√

Efficient, cost effective electric heating:

The innovative design of the Heller strip heaters enables comfortable and even heat dispersion from the surface with minimal operating costs.

Design flexibility

The Alfresco outdoor heater 2400W with remote heater model are available; ensuring the heating requirements of any undercover outdoor or open indoor area is possible. Brackets for direct ceiling or wall/ceiling angled mounting are supplied as standard. Optional accessories include beam or fixed umbrella mount brackets, extension mount brackets, chain suspension brackets, twin mount brackets and flush mounting enclosures.

Minimal maintenance

The Heller incorporates no internal moving parts ensuring quiet and virtually maintenance free operation.

PACKAGING

- After unpacking the appliance, check for transport damage and the contents for completeness! In the event of damage or an incomplete delivery, contact your authorised retailer!
- Do not discard the original box! It can be used for storage and dispatch to avoid transport damage.
- Dispose of the packing material in a proper manner. Plastic bags should be kept away from children.

EASY TO USE

The standard Heller strip heater is controlled by remote control. The unit takes approximately 10 minutes to heat up to maximum temperature and approximately 30 minutes to cool down, depending upon the ambient temperature. Please don't forget to turn the unit off. The product comes with timing controller, ensure that the unit is turned off after the scheduled time, you can choose 1 hour, 2 hours or 4 hours, the heater will power off on default after continued working for 8 hours. Besides, it has a thermal device. If the product is over heat or current-overload, it will cut off the power automatically.

SPECIFICATIONS

MODEL	DESCRIPTION	WATTAGE (W)	UNIT'S SIZE (MM)	UNIT'S WEIGHT (KG)	POWER CORD (MM)
APH2400R	2400W Alfresco Outdoor Strip Heater with Remote	2400	1460 x 50 x 200	11	1800

MODEL: APH2400R	
HEATER TYPE	Aluminum body with stainless steel heating elements
OUTPUT	<i>Refer to model code chart above</i>
POWER	220-240Vac ~ 60Hz
CONNECTION	3 Core Cable 1.5mm ²
MOUNTING HEIGHT	Minimum 2.1m Recommended 2.3m to 2.7m Maximum 3.0m (for higher ceiling heights, units can be lowered using optional bracket kits or refer to the Max range)
MOUNTING OPTIONS	Suitable for ceiling, wall, beam, fixed umbrella and recess mounting.
PROTECTION RATING	IP44
COUNTRY OF MANUFACTURE	China
AMBIENT TEMPERATURE	-30°C - 30°C
RELATIVE HUMIDITY	Less than 95%

In most outdoor or difficult-to-heat areas, there are 2 options when looking at the size and quantity of the heater required. Option 1 is to comfortably heat the entire area based on the total dimensions of the space, regarding whether the entire area is being fully occupied. Spot heating will allow the area to be “zoned”, meaning heating only the areas that are being used, such as tables in a restaurant or outdoor alfresco area.

Option 2 for spot heat the high use areas, such as over outdoor tables, lounges, assembly lines or indoor workstation.

INSTALLATION REQUIREMENTS

1. Qualified installer:

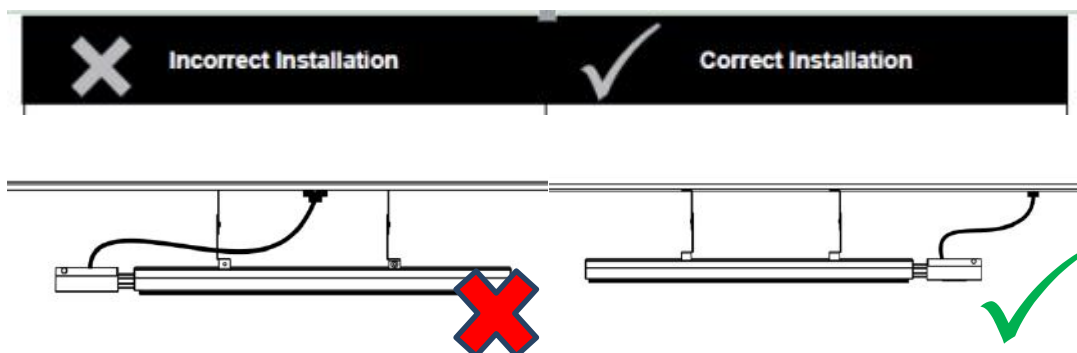
Electrical installation certificate shall be held by professional installation personnel, the installation process should meet the national electrical safety standards.

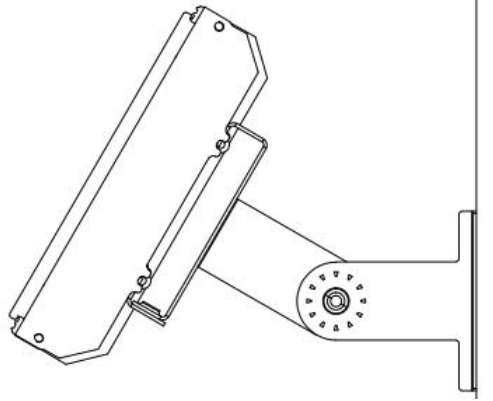
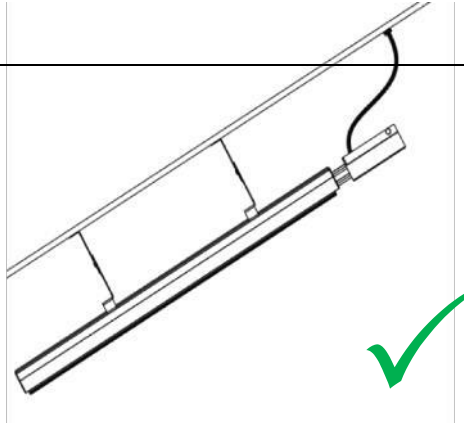
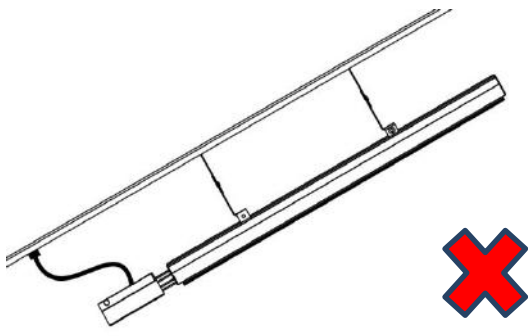
2. Installation conditions:

- a) Supply voltage fluctuation range should be within $\pm 10\%$. If it does not meet requirements, please revise before installation.
- b) If there is a serious security risk in user's electricity environment, the installation should be refused until security risks are eliminated.
- c) Electricity lines should be well equipped with earth leakage protection devices and master switch.
- d) Ground wire should be connected to the grounding device on the building. If not, please consult to professional installer. **Note:** Please do not put ground wire to gas pipe, water pipe, lightning rod or telephone grounding wire.

Electrical Parameters Table

Model No.	Power(W)	Rated Current(A)	Voltage(V)
APH2400R	2400	10.5	230

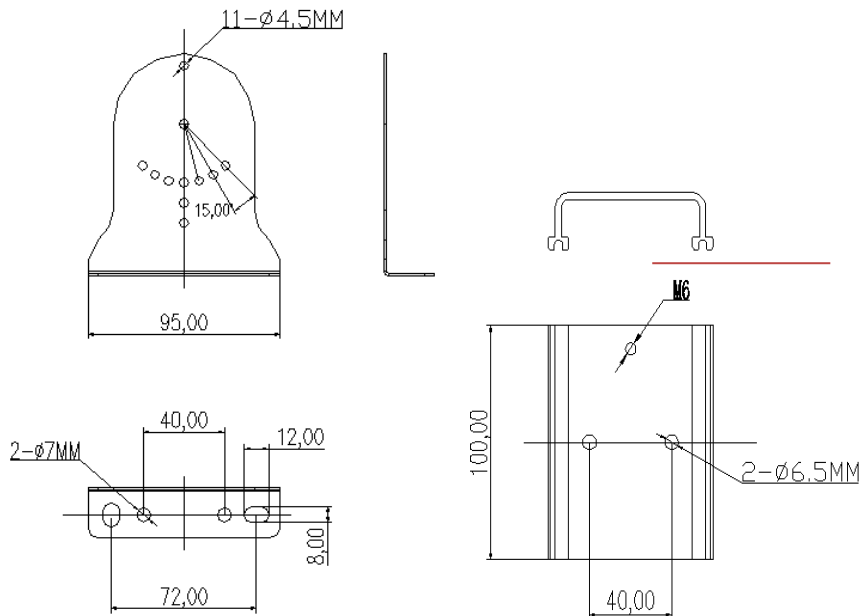


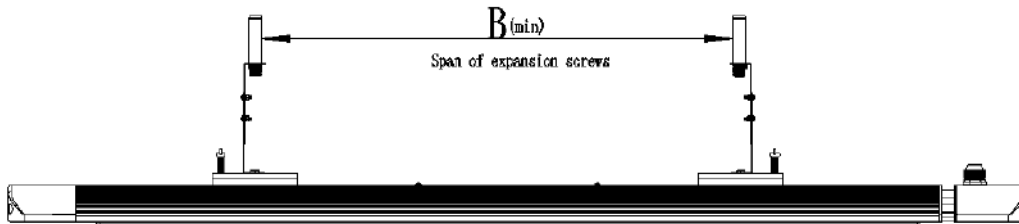
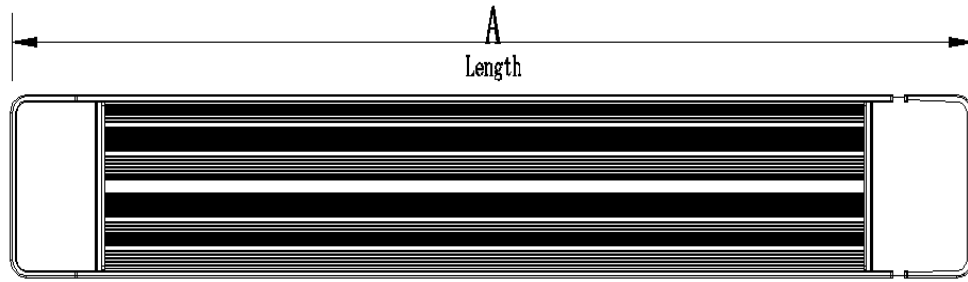


The heating surface must never be directed towards the ceiling

INSTALLATION INSTRUCTIONS

Spare parts size drawing

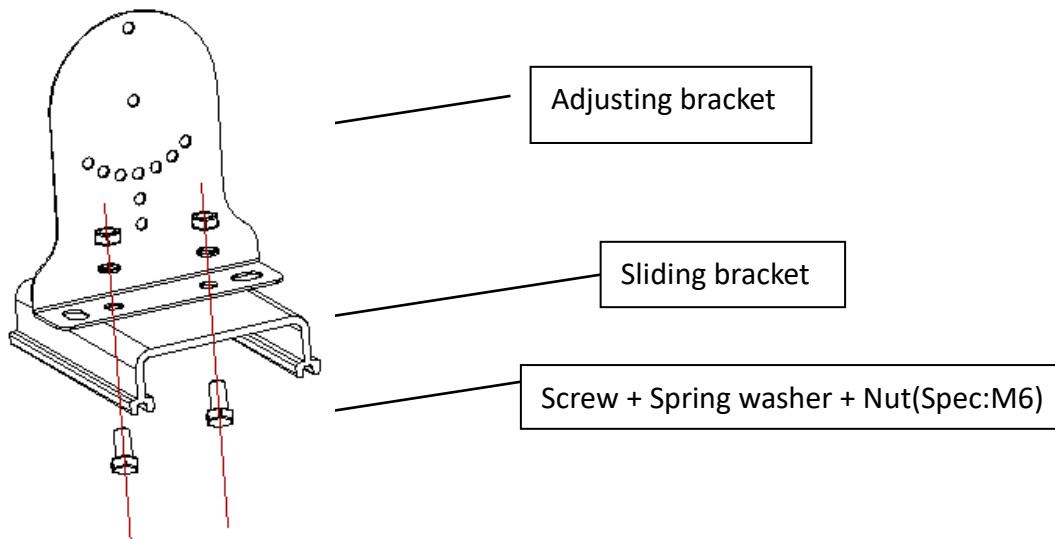




Model No.	Dimension A	Dimension B
APH2400R	1462mm	800mm

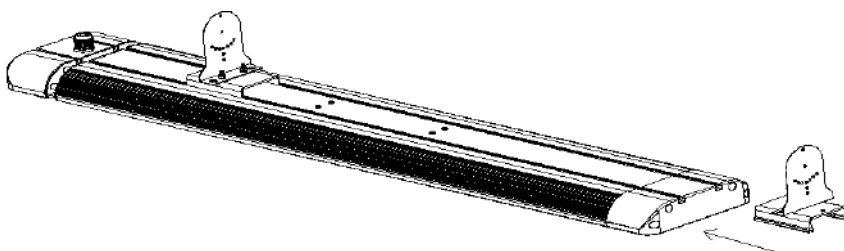
STEP 1:

Installation of adjusting bracket and sliding bracket.



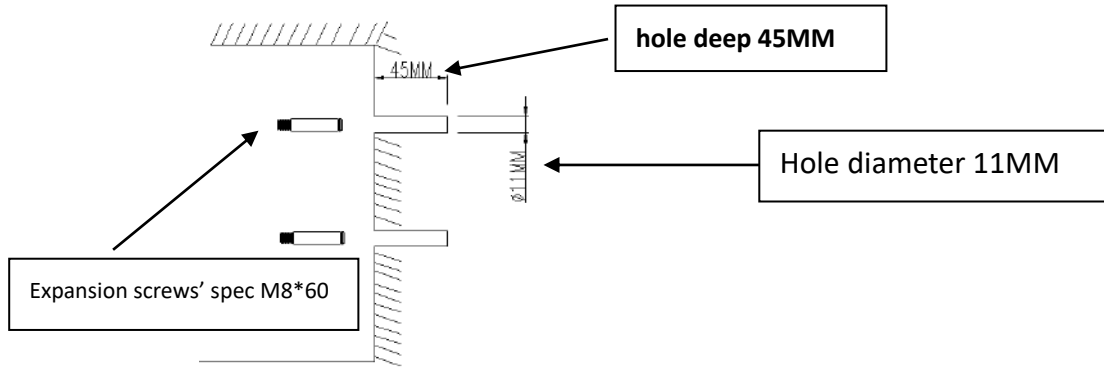
STEP 2:

Installation of sliding bracket and heater (as arrow points).



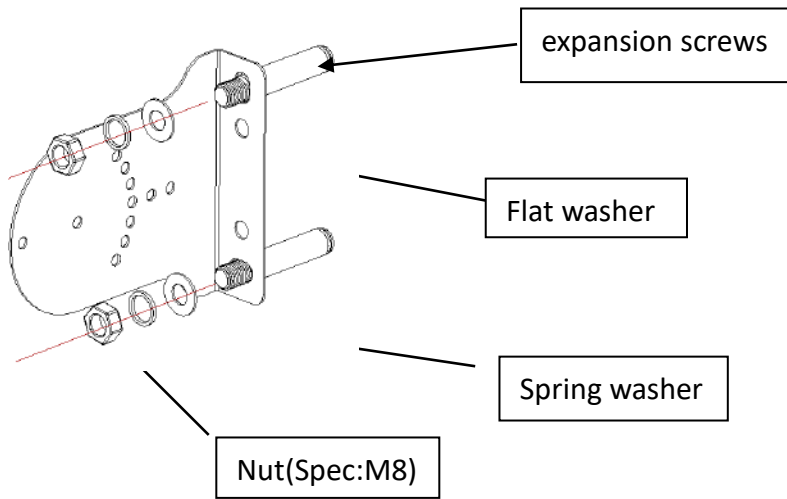
STEP 3:

4 x Holes on the wall, then 4 x expansions screws into the hole (as arrow points).



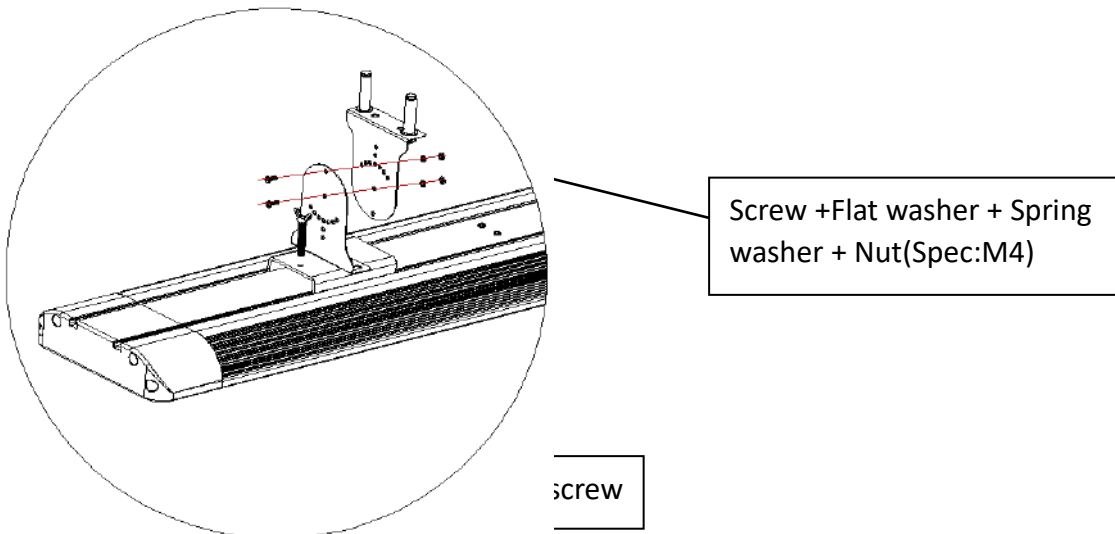
STEP 4:

Fix adjusting bracket on the wall (as arrow points).

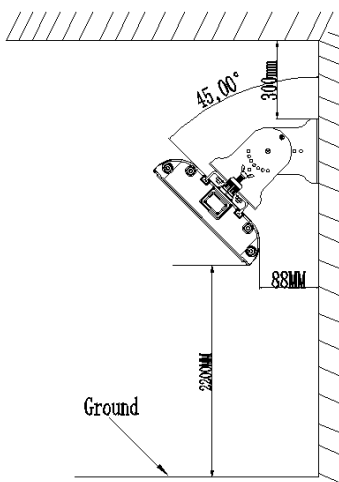
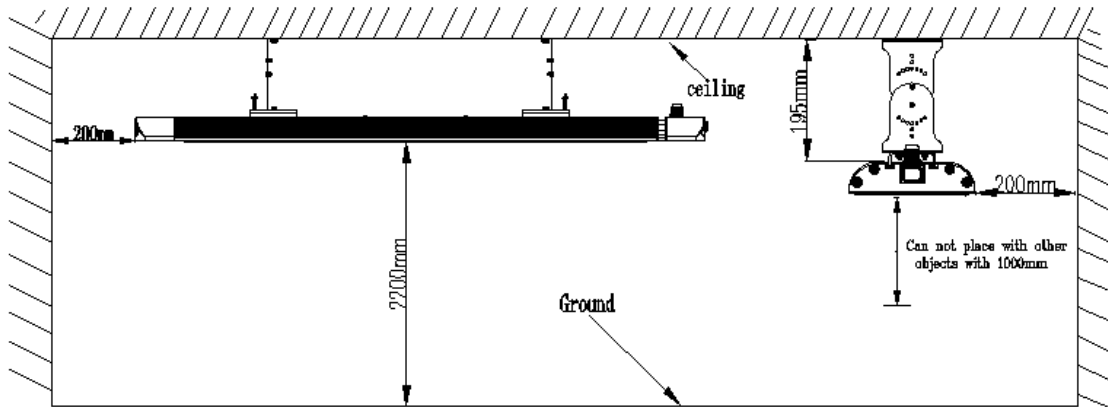


STEP 5:

Installation of two adjusting brackets, make sure lock the brackets tight by Butterfly hand screw.



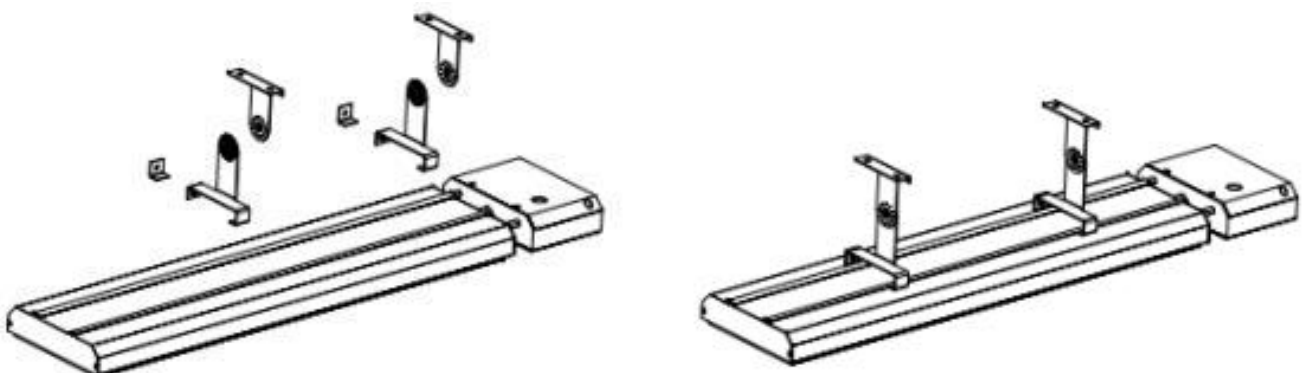
INSTALLATION DIAGRAM



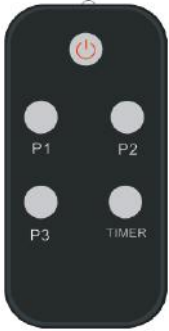
STANDARD MOUNTING BRACKETS

The Heller strip heater comes with a pair of standard mounting brackets. These adjustable brackets allow direct ceiling or wall mount, and come with preset angle options of parallel, 30° and 60°.

MODEL	MOUNTING BRACKET DISTANCE
APH2400R	1100mm



REMOTE CONTROLLER



Model NO.	POWER(W)	P1(W)	P2(W)	P3(W)	TIME(H)
APH2400R	2400	800	1600	2400	24

INSPECTION ITEMS AFTER INSTALLATION

Items to be checked	Situation caused by improperly installation
Is installation stable?	The equipment may fall off or shake.
Is heat insulation adequate?	Damage objects close to equipment.
Does power voltage same as voltage shown on product rating label?	Equipment failure.
Does wire connection correct?	Equipment failure.
Does electricity earth cable connect safely?	There is electricity leakage risk.
Does wiring conform to standard?	Equipment failure or circuit damage.

PRECAUTIONS ITEMS BEFORE INSTALLATION

1. Do not turn on power before finishing all installation works.
2. Check all connections are correct and are firmly in place.
3. All backing materials must be removed from radiant heater body before installation.
4. Always operate the product from a power source of the same voltage, frequency and rating as indicated on the product identification plate.

MAINTENANCE

The Heller strip heater is made from durable materials, however regular care and maintenance of your heater will help prolong the life of the heater. Please see instructions below:

- It is recommended that you clean the heater with a soft cloth gently wipe the surfaces of the heater with a mild detergent to remove any built-up contaminants from the environment.
- All chemicals in the atmosphere including cigarette smoke, pollution etc. will tarnish the surface of the heater. In this case, additional cleaning and maintenance may be required. The cleaning process at least every three months will reduce the amount of build up and keep it looking as best it can. If the heater is in a corrosive environment e.g. salt spray, we recommend that you clean your heater with a light spray of fresh water every week. After cleaning, turn the heater on for 20 minutes to dry any water residue and prevent water staining
- Before cleaning or inspection activity, the heater must be switched off and cooled down completely.
- Do not use any abrasive materials or products to clean the heater, this includes solvents, citrus

- based cleaners or other harsh cleaning products
- When handling the heater, ensure that your hands are clean or that you use clean gloves as grease or dirt can mark the surface of the heater.
 - Do not use high pressure water to clean heaters.

SPECIFICATIONS

Model NO.	Dimension(mm)	Net weight(kg)	Gross weight(kg)
APH2400R	1460 x 50 x 200	11	12.8

CUSTOMER SERVICE

Australian Customer Service

GAF Control (Sales) Pty Ltd

P.O Box 19

Altona North, Victoria, 3025

Phone: 1300 659 489

Hours: 9am-5pm (EST) Mon-Fri

www.gafcontrol.com.au

*This product may vary slightly to the product illustrated due to ongoing product development.

WARRANTY TERMS & CONDITIONS

Warranty Terms & Conditions

The below Warranty Terms and Conditions apply for Australia and New Zealand only. For international warranty please refer to international warranty terms and conditions.

Provision of this warranty is subject to:

1. The Heller product must be installed in accordance with the Installation Instructions and relevant electrical standards and codes by a fully qualified electrician.
2. The Heller product must be maintained and cleaned according to instructions detailed in the Installation Manual.
3. There is no warranty expressed or implied with regard to capacity requirements. The selection of the unit or units depends entirely upon the system design and capacities as determined by the purchaser.
4. The customer has not repaired, opened or altered the product in any unauthorized manner.
5. This warranty excludes damage to the product or components arising from circumstances outside the control of Heller, including, but not limited to, where the product is not used for intended purpose; where the product has been rectified in any way; incorrect installation; incorrect power supply; damaged caused during delivery; misapplication, Misuse, abuse, vandalism, lack of maintenance or accident.
6. Heller's obligations under this warranty are limited to repair or replacement at Heller's factory of any components of the product which Heller identifies to its satisfaction to be defective.
7. Discoloration of the surface may occur after a period of time; this does not constitute a warrantable event.
8. Twisting and bending of the heaters may occur; this does not constitute a warrantable event.
9. Heller does not participate in any site related costs or labor expenses incidental to replacement of parts, repairing, removing, installing, servicing, transportation or handling of parts to complete products, and assumes no liability on parts repaired or replaced without written authorization. Heller shall not be liable for any default or delay in performance of its warranty obligations caused by any circumstances beyond its control, including, but not limited to, judicial or government restrictions, strikes, fires, floods, abnormal weather conditions, delayed supply of components.
10. Damage to the product shall ensure timely arrival, immediately inform the shipping company to let them provide the shipping documents. If when unpacking the case found damaged, need to transport company immediately check and demand has a record of loss in the transport documents.

The customer warrants using the product in accordance with:

- Any instructions provided to it by Heller from time to time.
- All government and local regulations, including but not limited to all relevant electrical, environmental laws and regulations governing the installation, storage, use, handling and maintenance of the goods.
- All necessary and appropriate precautions and safety measures relating to the installation, storage, use, handling and maintenance of goods.
- In the event of a warranty claim, the goods need to be returned to the distributor/retailer for repair/replacement.
- Repair or replace the product, must be accompanied by full warranty claim form and purchase vouchers together, (if possible, have a picture of installation) to buy it and heaters.
- Products need to repair or replace, need to be sent to the distributor or retailer.