

HELLER

2000W ELECTRIC FIREPLACE HEATER WITH FLAME EFFECT

USER MANUAL

Model Numbers: HFH20



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

IMPORTANT

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.

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.
- Keep out of reach if children and do not allow them to operate this appliance.
- 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.**
- **CAUTION: In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.**
- Do not switch the appliance on until it properly installed as described in this manual.
- Do not leave the heater running unattended.

- Do not use the appliance outdoors.
- Do not use if you have wet or damp hands.
- Never use the appliance on or near hot surfaces.
- 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.
- This product is intended for normal domestic/household use only and should not be used for industrial purposes.
- From time to time, please check the cord for damage. Never use the appliance if the cord or any part of the appliance shows signs of damage.
- Repairs to electrical appliances should only be performed by a qualified electrician. Improper repairs may place the user at serious risk.
- Do not run the main cable under carpets, rugs, etc.
- Do not allow the mains cable to hang over sharp edges or come into contact with hot surfaces.
- Never immerse the product in water or any other liquids.
- Before cleaning the appliance, ensure it is unplugged from the power and that it is completely cooled.
- Do not clean the appliance with abrasive chemicals.
- 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.
- Do not use the heater in reach of a shower, bath or a swimming pool.
- Heater is not located immediately below a socket-outlet.
- 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. Fully unwind the cord before use as a coiled cord may overheat.
- 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.

- Do not use the heater in areas such as garages where petrol or other flammable substances are used or stored. Do not use the heater when flammable sprays, liquids, solvents and glues or flammable fumes may be present.
- Keep combustible materials such as furniture, pillows, bedding, clothes and curtains at least 1m away from the appliance.
- 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.
- Always use the heater on a leveled surface.
- Do not use the heater to dry your laundry. Never obstruct the intake and outlet grilles (danger of overheating).
- Children aged from 3 years should be kept away unless continuously supervised.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- 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 and clean the appliance or perform user maintenance.
- Always use a fireguard when children and infirm persons can come into contact with the heater.
- Never sit or stand on the heater.

CAUTION: Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

READ AND SAVE THESE INSTRUCTIONS FOR FUTURE REFERENCE

GETTING STARTED

Before first use

- **Unpack:** This product has been packaged to protect it against transportation damage. Unpack the appliance and keep the original packaging and materials in a safe place. It will help prevent any damage if the product needs to be transported in the future, and you can use it to store the appliance when it is not in use. In the event that the packaging is to be disposed of, please recycle all packaging materials where possible.

- **Safe packaging disposal:** Plastic wrapping can be a suffocation hazard for babies and young children, so ensure all packaging materials are out of their reach and disposed of safely.
- **Cord:** Inspect the power cord and plug, and all other parts of the appliance, for visual damage. Do not use the appliance if anything appears to be damaged or not working properly. In case of damage, return the product to your local store or our after sales support centre.
- **Documentation:** Make sure you have read and understood all instructions and warnings in this manual. Refer to the Product Overview, opposite, to familiarize yourself with the product and identify all parts. Pay particular attention to the safety instructions on the previous pages.
- **First time use:**

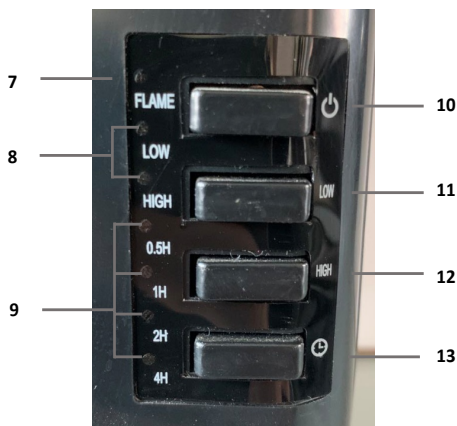
When turning on your heater for the first time, it is normal for the heater to emit a 'new heater' smell, which will quickly pass. This is no cause for concern. Ensure good ventilation.
- Ensure a power socket is available to power the heater and that the heater is not directly located under the power socket.
- Ensure the heater is placed on a level surface with enough clearance from its surroundings.
- **Do not place the heater on LONG PILE CARPET OR FLOKATI RUGS. Use a heat board if necessary.**

PRODUCT FEATURES



Parts of the Heater

1. Viewing Window
2. Log Flame Effect
3. Air outlet grille
4. Thermostat
5. ON/OFF [0/1] switch
6. Slip-resistant feet (x4)
7. Flame Indicator
8. Low/High Heat Indicator
9. Timer indicators
10. Power button
11. Low (1000W) button
12. High (2000W) button
13. Timer button



NOTE: Due to continued product improvement, images and illustrations in this manual may vary slightly from the product purchased. All images in this manual are for reference purposes only. Parts are not necessarily pictured to scale.

OPERATING INSTRUCTIONS

NOTE: It is normal when the heaters are turned on for the first time or when they are turned on after having not been used for a long period of time, the heaters may emit some smell and fumes. This will disappear when the heater has been on a short while.

Place the heater in an upright position on a firm, level, dry and heat-resistant surface, taking into consideration all relevant safety information on the previous pages.

The appliance is suitable for providing auxiliary heating. It is not suitable for use on its own to heat large spaces.

Ensure that there is sufficient distance from the wall, fixtures and other appliances. The distance must be at least 1m at the front of the heater to exclude the risk of fire.

Before inserting the plug into an electrical outlet, make sure that the electrical supply in your area matches that on the rating label on the unit.

CONNECTING THE HEATER

Make sure the ON/OFF switch at the side of the appliance is in the OFF(O) position, then plug the heater into an appropriate electrical outlet and switch the power on.

Always use a separate socket that has no other high wattage appliances connected at the same time-do not plug it into a power board or socket adaptor, do not use an extension cord.

TURNING THE HEATER ON

Once the plug is securely inserted, set the ON/OFF switch to the ON(I) position, The unit will emit a short beep to indicate that power is supplied.at the same time the flame effect will start and respective indicator light will flash(it will remain on steadily when the heat output has been selected).

To run the appliance as a heater, you will have to select the heat output.

"O" ----- POWER OFF

" - " ----- POWER ON



THERMOSTAT

Set the thermostat to "max." and operate the appliance until the desired room temperature is reached.


Turn the thermostat anticlockwise until the appliance switches off with an audible "click".

This set temperature will be kept almost constant by the appliance switching on and off automatically.

Please note that the appliance does not switch on unless the thermostat setting is higher than the room temperature.



SELECTING THE HEAT OUTPUT

First need Press the POWER  Button. after Select the function


Press the LOW button to select 1000W heat output and fan operation. The respective indicator light will illuminate. Press the Low button again cancel 1000W heat output and fan .


Press the HIGH button to select 2000W heat output and fan operation. The respective indicator light will illuminate. Press the HIGH button again cancel 2000W heat output and fan .

Unplug the heater from the power outlet if you will not use it for a while.

TIMER SETTINGS

The heater has a timer which you can set to turn off the heater after a set period of time (0.5 hour, 1hour , 2 hours or 4 hours).

Press the TIMER  button repeatedly to set the desired time period after which you want the heater to turn off. The respective indicator light will illuminate 0.5H 1H 2H 4H.

To cancel the timer, press the POWER  button.

The timer function can be used only after the heat output is selected, and the timer cannot work alone.
The product has a built-in thermal protection fuse. If something obstructs the air outlet, the temperature protector fuse will be disconnected after reaching a certain temperature. At this time, you need to unplug and restart it after the fuse cool down.

SAFETY FEATURES

OVERHEAT PROTECTION

The unit is equipped with an overheat protection mechanism, which shuts off the heater automatically in case of overheating. Should the overheat protection be triggered, switch off the heater, unplug it and let it cool down for at least 15 minutes.

Remove any obstructions. Plug the heater in again and operate as normal.

Make sure that there is sufficient room all around the heater so that the appliance can properly dissipate the heat generated, and that nothing is covering or obstructing the air outlet or intake.

The most common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning air vents and grilles. If you cannot establish a cause and the fault occurs repeatedly, please contact our after sales support centre for advice.

TIP-OVER SAFETY SWITCH

The heater has a tip over safety switch, which will turn off the heater if it is tipped over or tipped. It will start working again as soon as the unit is placed upright. But take extreme care when standing the heater upright, as it may still be hot.

Inspect it for damage, especially to the heating elements and supply cord.

NOTE: Do not operate the heater if any damage is visible.

TROUBLESHOOTING

If your heater fails to operate, or you experience any other problem with the heater, contact our after sales support centre for advice.

WARNING: Do not attempt to open the heater and repair it yourself. Any repairs must be carried out by a qualified technician.

Before phoning for a service, please ensure that:

- Your heater is properly plugged in.
- The outlet and circuit breaker or fuse are working properly.
- The thermostat control knob is set to the desired temperature position.
- The overheat protection has not been triggered.

CLEANING & MAINTENANCE

The heater requires regular cleaning to ensure trouble free operation:

- Unplug the heater from the mains supply before cleaning.
- Ensure that the heater has been allowed to cool before cleaning.
- Use a damp cloth (not wet) to wipe the exterior of the heater to remove dust and dirt.
- Do not allow any water or other liquid to enter the housing or control panel.
- Ensure the heater is dry before plugging back into the mains supply.

CAUTION: Do not use harsh detergents, chemical cleaners or solvents as they may damage the surface finish of the heater.



Warning: In order to avoid overheating, do not cover the heater.

WARNING - Fabric, clothing or other flammable materials may ignite if placed against or in close proximity to the heater. No flammable materials should be placed within 120cm of the front or heat outlet and 50cm of sides or rear of the heater. Do not cover the heater. This appliance is for indoor use only. Do not use outdoors.

STORAGE

When the heater is not used for long periods of time, it should be protected from dust and stored in a clean dry place.

SPECIFICATIONS

Model	Description	Voltage	Wattage
HFH20	ELECTRIC FIREPLACE HEATER WITH FLAME EFFECT	220-240V~	2000W

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.

