

**Following information is only for EU-member states:**

The use of this symbol indicates that this product may not be treated as household waste. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local council, your household waste disposal service or the shop where you purchased the product.



T A N S U N   Q U A R T Z H E A T

**Reference Manual**

# Sorrento IP Triple

**UK & EUROPEAN MODELS:**

**SOR 210IPT, SOR 210IPT UK, SOR 210IPT EU,  
SOR 215IPT, SOR 215IPT UK, SOR 215IPT EU,  
SOR 220IPT, SOR 220IPT UK, SOR 220IPT EU.**



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**T A N S U N   L I M I T E D**

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## Introduction

The Sorrento IP Triple heater produces radiant heat like the sun, warming people and objects rather than the air in between. It is mounted on an adjustable bracket that allows the heat to be directed exactly where it is required. Its attractive, lightweight design means that it is effective yet unobtrusive. The Sorrento IP Triple heater is designed for indoor and outdoor use so is therefore weatherproof.

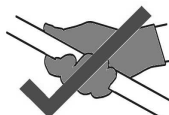
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**Please read the following instructions carefully before use. The safety of this heater is guaranteed only by its correct usage in accordance with these instructions, therefore it is recommended that they are retained for future reference.**

## Caution

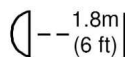
Before using this appliance:

- Check that the voltage indicated on the type plate corresponds to the mains supply voltage.
- Do not locate the heater immediately below a socket outlet.
- Ensure that the heater has been securely fastened in its final mounting position.
- Remove the plug from the mains socket (or disconnect pole switch) during installation, cleaning and/or replacing the emitter and always ensure that the emitter is cool.
- Do not handle the halogen emitter with bare hands. If it is inadvertently touched, remove finger marks with a soft cloth and methylated spirit or alcohol. Otherwise, the marks will burn into the quartz emitter causing premature heater failure.
- Do not use an extension cable with this product.
- Keep the mains cable away from the body of the heater which will get hot during use.
- Do not cover or obstruct the heater while it is in use.
- The heater is not intended for use by young children or infirm persons unless they have been adequately supervised by a responsible person to ensure that they can use the heater safely.
- Do not insert any object through any slot or opening in the heater.
- Do not use if guard is not present.
- Do not install less than the minimum mounting distance from the floor.
- **Warning - this appliance must be connected to a supply that is earthed!**



## Risk of Fire

Keep combustible materials such as furniture, papers, clothes and curtains at least 1.8m (6 feet) from the front of the heater and away from the sides and rear. If the heater is to be used outside, we recommend that a waterproof or indoor socket is used.



## Specification

**Table 1. UK and European Heaters**

Model x No. of Units	Voltage (V)	Lamps x Power (kW)	Total Power (kW)	Current (A) per lamp	Total Current (A) of unit	Min. height from floor (m)	Min. dist. from ceiling (m)	Min. dist. from side wall (m)	Dimensions (inc. bracket & bars max. pos.) W x H x D (mm)	Weight (kg)	Ingress Protection (IP)
SOR 210IPT x 1	230	3 x 1.0	3.0	4.3	13.0	2.5	0.5	1.0	1202 x 228 x 323	8.0	IP24
SOR 215IPT x 1	230	3 x 1.5	4.5	6.5	19.6	3.0	0.5	1.0	1202 x 228 x 323	8.0	IP24
SOR 220IPT x 1	230	3 x 2.0	6.0	8.7	26.1	3.5	0.5	1.5	1202 x 228 x 323	8.0	IP24
SOR 210IPT x 2	230	6 x 1.0	6.0	4.3	26.1	3.5	0.5	1.5	1202 x 460 x 142	16.0	IP24
SOR 215IPT x 2	230	6 x 1.5	9.0	6.5	39.1	4.5	0.5	1.5	1202 x 460 x 142	16.0	IP24
SOR 220IPT x 2	230	6 x 2.0	12.0	8.7	52.2	4.5	0.5	1.5	1202 x 460 x 142	16.0	IP24

Use MCB Type 3.

## Configurations

The Sorrento IP Triple heater is a single unit that contains three lamps. It can be installed as a single unit or joined to one more single unit. It is supplied with joining bars that connect the heaters together to increase the size and output of the installation. The maximum number of single units that can be joined together is two. Please read the section 'joining heaters together' for information on how this should be done.

## Installation - All Configurations

- Warning - this appliance must be connected to an earthed supply.
- The wired versions (210IPT UK, 210IPT EU, 215 IPT UK, 215 IPT EU, 220IPT UK & 220IPT EU) are fitted with 5 metres of supply cable and a moulded plug, therefore it is unnecessary to remove the terminal box in order to carry out normal installation of these models.
- All unwired versions (210IPT, 215IPT & 220IPT) should be installed by a suitably qualified electrician, following the instructions below.
- All installations must be in accordance with the latest I.E.E safety regulations or equivalent.
- We recommend using a RCD where applicable.
- If self wiring, a large double pole switch with a 3mm contact disconnection should be fitted.
- If the supply cord becomes damaged, it must be replaced by the manufacturer, its service agent or a similar qualified person in order to avoid a hazard.
- Please observe the minimum safe distance between the heater body and any inflammable surfaces.

8. Remove the screws from both sides of the middle reflector and lift it up to remove it (Fig. M).
9. The lamp can be released from the middle lamp holder by prising back the spring clip and lifting up enough to clear the released clip as shown in Fig. N.
10. At the opposite end of the lamp the wire should be pulled out of the side slot and the lamp can be lifted up completely (Fig. P). The wires should be gently pulled so they come out from behind the reflector.

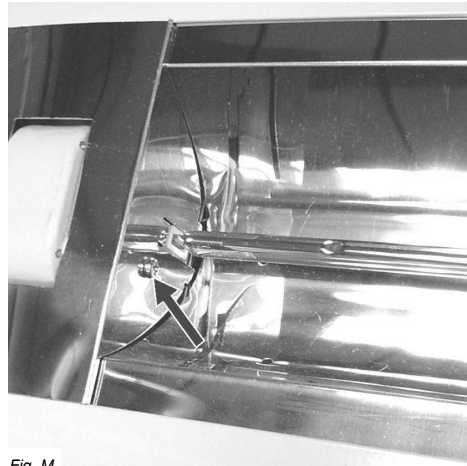


Fig. M



Fig. N

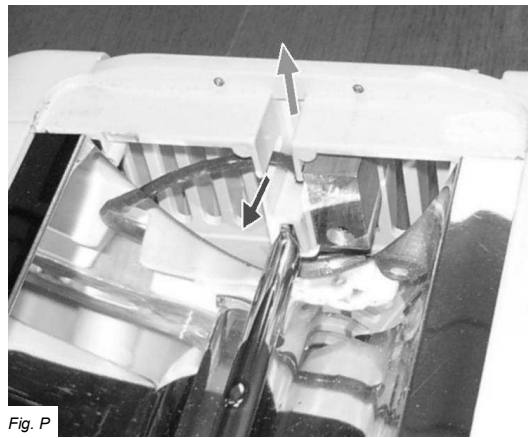


Fig. P



Fig. Q

12. The lamp should now be removed from the heater as shown in Fig. Q.
13. Refit new lamp(s) in reverse order ensuring that no wires get trapped and all screws are fully tightened.

- When the electrical connection is outside, it is recommended that a waterproof socket is used for the connection/terminal. Otherwise, the plug should be connected to a socket indoors.
- If in any doubt, please contact a suitably qualified electrician.

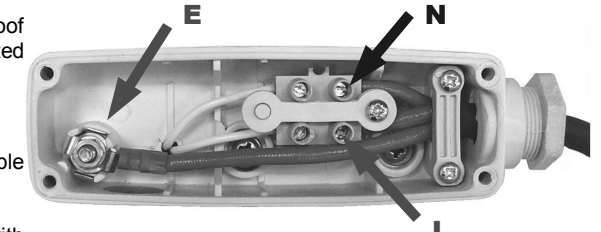


Fig. 1

1. Unscrew the terminal box cover at the back of the heater and feed the supply cable through the compression gland ensuring the rubber seal is on the cable.
2. Use a minimum of 16AWG SJTW supply cable with 2 poles and earth and sleeve with silicon glass fibre braided (250°C) Sleeving. The live and neutral wires must be connected to the terminal block. See Fig 1.
3. The green/yellow wire should be connected to the clamp marked with the earth symbol using a suitable wire terminal. Fit cord grip and terminal box saddle once wired.
4. Tighten the barrel nut of the compression gland so that the rubber seal grips the cable (Fig 2).
5. Ensure that the cover is secured well by hand tightening all for screws evenly to prevent water ingress.

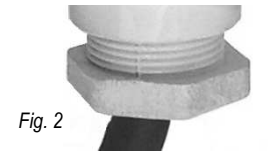


Fig. 2

### Mounting - Single Unit

- The Sorrento IP Triple heater should only be wall mounted in a horizontal manner or hung from a ceiling from chains (not supplied).
- When wall mounting the Sorrento IP Triple heater, do not position the heater at an angle more than 90° and less than 30° as shown in Fig. A.
- When ceiling hanging the Sorrento IP Triple heater, ensure the minimum distance from the ceiling is adhered to as shown in Fig. B.
- Always allow the heater to cool before attempting to reposition/move. Never attempt to move the heater while it is switched on!
- Observe the minimum safe distance between the heater body and inflammable surfaces and objects when mounting.
- Please refer to Table 1 for the recommended positioning of the heater with regards to minimum distances. Do not install the heater in a corner!
- Keep out of the reach of children.

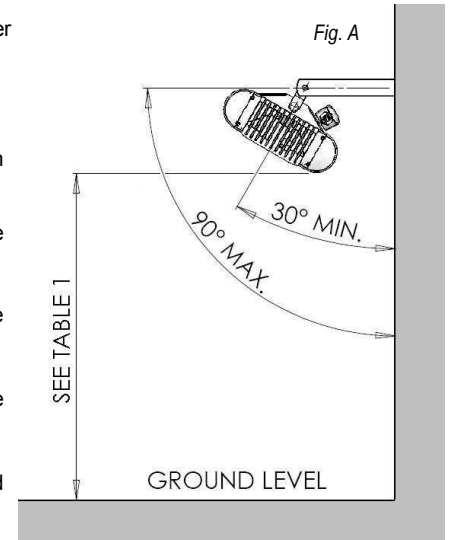


Fig. A

1. When wall mounting, securely fasten the L-shaped wall brackets to the mounting surface using both of the fixing holes in the short part of the bracket (see Fig. D for mounting hole centres). Please refer to Table 1 for recommended positioning of the heater. Please note, wall fixings are not supplied. They should be selected to substantially support the weight of the installation. If in doubt contact a professional for advice! When hanging from a ceiling two chains of equal length and gauge are required and should be selected with fixings that are more than adequate to hold the weight of the heater. Again, if in doubt contact a professional for advice!
2. The heater should be mounted with the terminal box at the bottom of the heater when being wall mounted.
3. When wall mounting, fix in the required angular position by tightening the fixing bolts on the brackets at the rear of the heater as shown in Fig. C. The heater should face directly down when hanging.
4. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

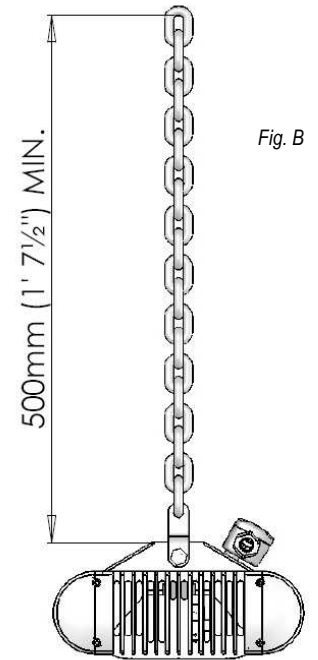


Fig. B

**Always isolate the heater from the mains supply when adjusting the position.**

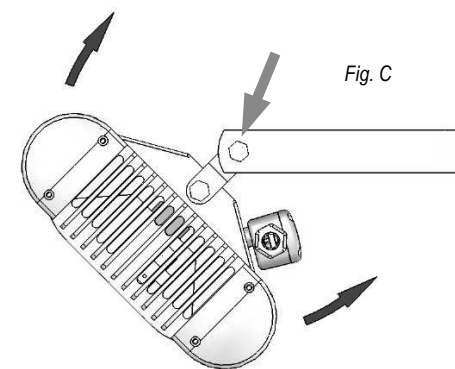


Fig. C

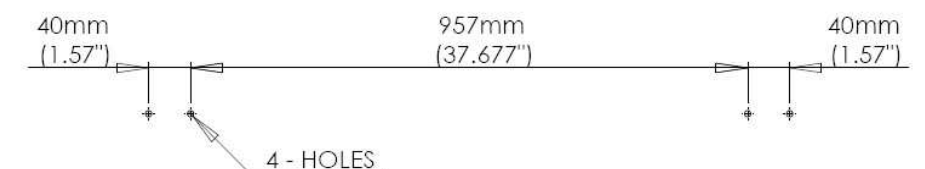


Fig. D

## Joining Single Heaters Together

The Sorrento IP Triple heater can be joined to other Sorrento IP Triple heaters using the joining bars provided. A maximum of two heaters can be joined in one installation.

### Assembling - Two Single Heaters Joined

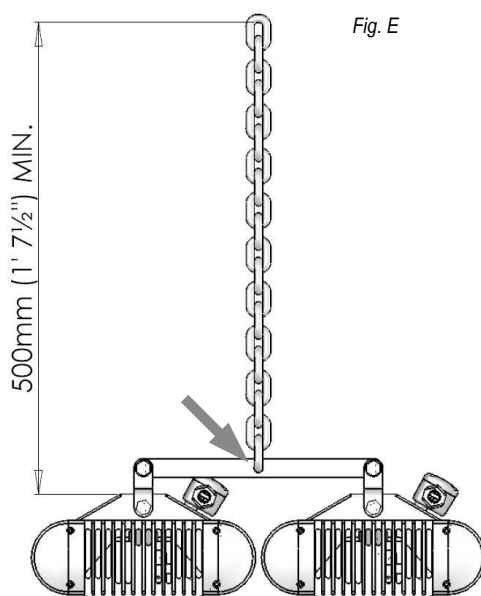
1. Take the first heater and place it face down on a flat surface.
2. Take the second heater and place it face down and positioned parallel to the first heater.
3. Push the M8 bolts (used to hold the wall brackets through the hole in the brackets on the rear heaters and slide a shake-proof washer on all the threads from the protruding side.
4. Slide the joining bars on each bolt and fit a washer and nut – do not fully tighten at this point.
5. Ensure the second heater is still parallel to the first and sitting flat.
6. Slide the joining bars on each protruding bolt of the other heater to connect them together and fit the washers and nuts.
7. Again, ensuring the heaters remain flat, fully tighten all four nuts to secure the joining bars in place.

### Mounting - Two Single Heaters Joined

- When two Sorrento IP Triple heaters are joined they should only be hung from a ceiling on chains - do not wall mount!
- Always allow the heater to cool before attempting to reposition/move. Never attempt to move the heater while it is switched on!
- Observe the minimum safe distance between the heater body and inflammable surfaces and objects when mounting.
- Please refer to Table 1 for the recommended positioning of the heater with regards to minimum distances. Do not install the heater in a corner!
- Keep out of the reach of children.

1. Please refer to Table 1 for recommended positioning of the heater. When hanging from a ceiling two chains of equal length and gauge are required and should be selected with fixings that are more than adequate to hold the weight of the heater. If in doubt contact a professional for advice!
2. Fix the heater assembly to the chains via the hole in the centre of the joining bar as shown in Fig. E. and ensure the heater faces directly down when hanging.
3. Secure the supply cable so it is not resting on the body or obstructing the air-vents.

**Always isolate the heater from the mains supply when adjusting the position.**



## Maintenance

**In the event of heater failure, or for spare parts or advice, please contact the manufacturer in the first instance.**

- Disconnect from the mains before commencing any maintenance procedure including cleaning.
- To ensure optimum heat effectiveness, it is recommended that the guard is removed and the reflector is wiped with a lint-free cloth should the reflector show considerable signs of dust or dirt.

## Your Replacement Lamp

It is very important that your replacement lamp is exactly the same as the one it was supplied with. Failure to fit the exact same type could cause the heater to fail or even become dangerous especially when used in an outdoor environment. Please contact Tansun Limited to purchase your replacement lamp and state the model number of the heater you wish to fit the lamp to.

## Handling the Replacement Lamp

Your new lamp should not be handled with bare hands. Remove finger marks with a soft cloth and methylated spirits or alcohol. Finger marks will burn into quartz causing premature lamp failure.

## Replacing the Lamp

**If you are in any doubt about following the procedure below, please contact us for technical assistance. The mains power should be disconnected before any attempts are made to replace the lamp. The following should be carried out with compliance to the latest IEE regulations. If you are unfamiliar with installing such fixtures, contact a qualified electrician to carry out. Please read the notes on page 4 with regards to handling and buying a replacement lamp before proceeding.**

1. Ensure the heater and lamp are cool and the power supply is disconnected by removing the plugs from the socket outlet - both plugs must be removed even if only one lamp is to be replaced.
2. Remove the screws from the terminal box at the back of the lamp you wish to replace and lift off the lid - see Fig. F.



Fig. F

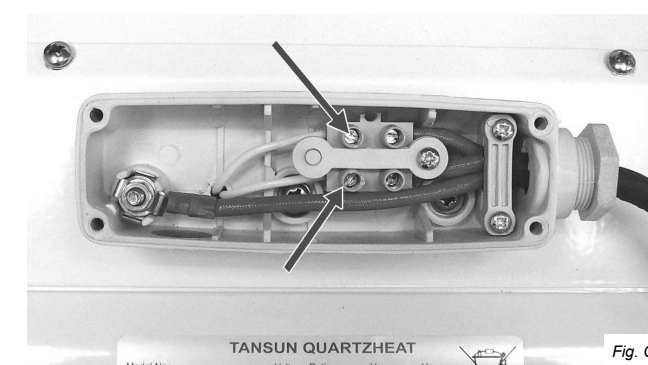


Fig. G

3. Disconnect the lamp from the connector blocks by unscrewing the screws highlighted above in Fig. G and remove the white coloured lamp wires from the terminal block.
4. At the back of the heater, remove the plate holding the terminal box by removing the two fixing screws as shown in Fig. H.

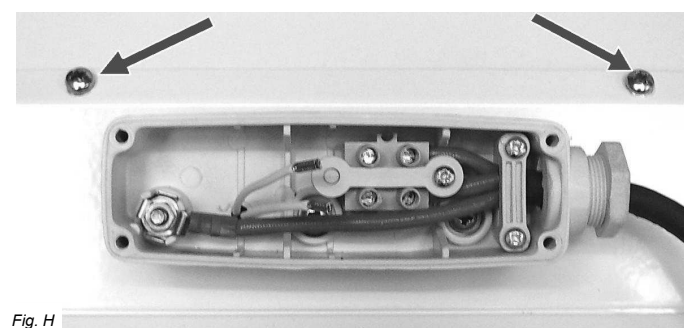


Fig. H



Fig. J

5. Pull the lamp wires one at a time through the plate to remove as shown in Fig. J.
6. At the front of the heater, the guard in front of the lamp you are replacing should be removed by gently pulling it away from the heater so it pries out of its locating holes at each end (Fig. K).

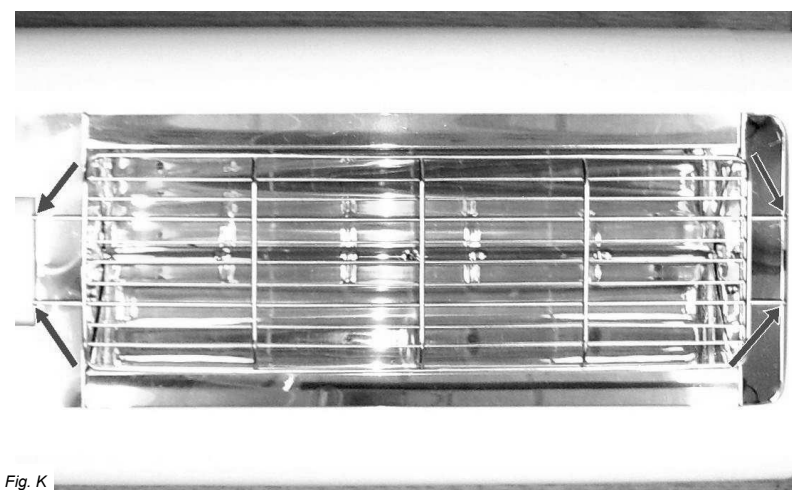


Fig. K



Fig. L

7. Remove the screw (Fig. L) from the side reflector and lift it up away from the heater to remove it.