



HEAT outdoors

Empire outdoor heater - 904111
Instruction Manual

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Safety instructions	
WARNING - When using electrical appliances, basic safety precautions should always be followed. Failure to comply with these instructions may cause a fire, electrical shocks or other injury to persons or property.	
1	Children of less than 3 years should be kept away unless continuously supervised.
2	Children between 3 and 8 years old should only be allowed to switch the appliance on/off, provided that it has been correctly installed in its intended operating position and they have been given supervision or instruction concerning the safe use of the appliance and understand the hazards involved. They should not plug in, regulate, perform maintenance or clean the appliance.
3	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.
4	DO NOT position the heater on soft surfaces or where openings may become blocked. Ensure the base is fitted and fully assembled, and the unit is upright on a flat stable surface before operating. This heater is designed for use on Patios and in Beer gardens & smoking areas. The unit has been IP55 Weatherproof approved; however, to prolong the life of the heater it is strongly recommended that the heater is stored in a dry place during heavy rain and when not in use cover the appliance with the cover provided.
5	DO NOT hide the power cord in long grass or leave close to an operating lawnmower. Arrange the cord away from areas where it may be tripped over.
6	DO NOT insert or allow objects to touch the heating element and never place anything on the heater safety guard (e.g. towels), as this may damage the heater and could cause an electrical shock or fire. Never use your heater to dry washing. If the heating element has stopped glowing it may still be live, please check that the heat setting indicates the heater is off.
7	Always disconnect your appliance from the mains before any cleaning.
8	DO NOT use the heater in areas where petrol, paint, or other flammable substances are stored.
9	Always unplug the heater when not in use. To disconnect from the power supply, grip the plug and pull from the power socket. Never pull by the cord.
10	DO NOT direct the heater towards curtains, furniture or other flammable objects and ensure that they are at least 1.5 metres from the front and 1 metre from the top, back and sides.
11	Extreme care should be taken when the heater is used near children and pets.
12	In order to avoid overheating, do not cover the heater.

General information	
Before use	
This product has been designed for domestic and commercial use, to heat indoor and outdoor spaces using energy efficient carbon fibre infrared technology. It must only be used for its intended purpose and should be operated according to the instructions included in this manual. Please carefully read all operating and safety instructions before use. Never cover appliance when in operation and ensure that flammable objects (clothes, curtains, etc.) cannot come in close contact with the appliance. You may also find this manual's content at www.heat-outdoors.co.uk	
Technical data	
Model No.: EPH2960 or see Rating Label Power output: 2520-3000W 220V-240V AC ~ 50/60Hz or see Rating Label Heater watts: 1250-1480W / 2500-2960W or as per Rating label Cable length: 1.9m or as per outer box Gross weight: 30.5 / 27.9 / 26.6 kgs Net weight: 24.3 / 22.0 / 21.5 kgs Product Dimension: 50cm Base diameter & 190 / 169 / 152 cm high	
The product is IP55 weatherproof certified. It is designed to withstand tough rain conditions. A cover is included for storage protection. We recommend that you should cover and store in a dry place when not in use for long periods of time.	

Box contents	
Assembly kit: 2 X Oval plates 2 X Long oval plates 12 X Washers 8 X Wing nuts 4 X Bolts	
Helios	
1 X Main body	1 X Storage cover
1 X Remote control	1 X Instruction manual
2 X Metal base covers	2 X Base sections and 2 wheels with axle
Cleaning and maintenance	
1 Before cleaning or changing heating tubes, turn the heater off, unplug from the power supply and wait for the unit to cool down. To clean the heater use a soft cloth to wipe off any dust.	
2 If the heater is very dirty, use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit.	
3 When the heater is not in use for a long period, clean and place in its cover and store in a dry place.	
4 If the Aluminium reflector is very dirty use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit. A dirty reflector reduces heater output.	

Base & unit assembly (take out base accessory from the box underneath main body)	
Lie main body(F) on the edge of its box to avoid scratching and for easy assembly with the base.	
1 Align the two halves of the Base(L), make sure the wheel and axle are in position. Insert bolts with washers (E x 4 + C x 4).	
2 Turn the Base upside down and securely fasten metal plates (B x 2) with wing nuts and washers (D x 4 + C x 4).	
3 Attach each half of the metal cover (K x 2). One half of the metal cover has a cut-out that should be placed over the rollers.	
4 Slide the base through the four bolts located on the bottom of main body (F). Securely fasten metal plates (A x 2) with the wing nuts and washers (D x 4 + C x 4).	
Ensure that the rollers and cable storage compartment are aligned on the same side. If the metal cut out is not on correct side then the rollers will not work properly.	
Washers and wing nuts	
Remote Control battery replacement	
A Unscrew the rear housing with a Phillips driver or cross point screw driver.	
B Replace CR2032 battery.	
C Carefully screw the rear housing back in place. Ensure that the rubber seal is properly in place and secure.	

Appliance description and features	
IP55 Weatherproof design	
PIR Economy sensor economy feature automatically turns off the heating when there is no movement for approx 4 minutes.	
Control panel Turn on to activate control panel and remote control.	
Hand grip Only move the appliance with the hand grip.	
There are two slices of Sponges protecting the heating tubes & one instruction Paper Card on the Grille. BEFORE USE the heater, remove the Sponges and the Card by pulling them out.	
Infrared heating elements Carbon fibre technology creates FAR Infrared radiation healthy the most.	
Fabric-flocked grille Burnt free when in use.	
Cable storage compartment and rating label position	
Transport rollers	

Moving & Positioning instructions	
move Appliance using the hand grip only	
Ensure Appliance is turned off, completely cooled down and unplugged before moving.	
Observe recommended safety distances from Surrounding objects	

Control panel operation	
Energy saving mode indicator	
Power indicator - Standby	
Both tubes ON indicator	
Left tube ON indicator	
Right tube ON indicator	
ECONOMY Economy feature ON/OFF	
Light ON/OFF (Dummy button for Apollo)	
Heat adjustment HEAT HI/LOW	
Heating elements HEAT ON/OFF	
PIR Economy function	
180° angle	
3M distance	
The PIR economy feature enables the outdoor heater to automatically shut down its heating function when not in use. The PIR sensor constantly monitors peoples movements up to a distance of 3 metres and if after 4 minutes it does not detect movement it will switch the heating off. The heating won't be on afterwards unless you operate from the panel or the remote controller. The PIR function does not control the Light.	

Remote control	
Operational range of remote is approx 4m (open air) as it is infrared only.	
Heat adjustment HEAT HI/LOW	
Heating elements HEAT ON/OFF	
Economy feature ON/OFF	
Light ON/OFF (Dummy button for Apollo)	
Masterlock function	
Masterlock function enables you to Auto-Lock the control panel using the remote control to avoid tampering.	
LOCK	
1 : Press the light button & Hold down	
2 : Followed by the HEAT HI/LOW button	
3 : Hold both buttons simultaneously until you hear the Appliance beep 5 times	
UNLOCK	
Simply repeat the above process	

Trouble shooting	
Heater won't operate (indicated by the absence of the red LED power standby light being visible in the unit control panel display) Not visible	Power Switch OFF
No Power to unit	Turn Power Switch ON at the back of the heater.
Safety Thermal Fuse in Operation.	Check the mains or the electrical socket to restore circuit.
Safety Tip Over Switch Malfunction	Unplug and switch unit Off. Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpline - see warranty card.
Heater not on a level surface	Safety Tip Over stuck in OFF position. Give the unit a vigorous shake which may reset the switch. If this does not rectify the problem, please call the technical helpline - see warranty card.
Power Cord Damaged	Ensure Heater is situated on a level and solid surface.
Heat tubes only not working (indicated by the presence of the RED power standby light being visible in the unit control panel display but no heat from tubes)	Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpline - see warranty card.
Tube Failure / Safety Thermal Fuse in operation.	Firstly try the following procedures to ensure it is in fact the tubes that are faulty.
Visible	1) If one tube out then the tube is faulty and should be replaced.
Blown Carbon Fibre Tubes	2) If two tubes out then push the remote on/high/med button again just to check the tubes don't heat up. Also try pushing the button on the control panel 'on/high/med button' & 'off' button again in case any have jammed in some way.
	3) If still no tubes heating - then check if any of the Orange Power LED's are on? If LEDs are ON (ORANGE) then tube / tubes have blown. If NO LEDs are lit and NO tubes heat up then wait 30 minutes after cleaning to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpline - see warranty card.
	This unit uses specialised high temperature carbon fibre heating tubes only. For replacements, please call the technical helpline - see warranty card.
Remote control inoperative	Battery dead
	Make sure the red power indicator is visible otherwise you need to replace battery (Type CR2032).

Troubleshooting guide	
Economy function failure (GREEN LED on control panel not visible when power standby light pressed)	Heating function is not ON
PIR / PCB malfunction	PIR function is effective with LIVE heating only. Please turn on heating mode.
	Please call the technical helpline - see warranty card.
ORANGE LEDs flashing	Safety Warning Indicator
	If any or all of the 3 ORANGE LED Indicator Lights start to flash or flicker intermittently this indicates a problem within the internal control systems of the unit. Please switch off the unit immediately, leave for 30 minutes and switch on again. If this continues to occur please call the technical helpline - see warranty card.
Control Panel inoperative	Masterlock is in operation Or Buttons stuck / PCB malfunction
	See Masterlock Function page 9 to unlock the control panel. Please call the technical helpline - see warranty card.
HEAT outdoors Electric Infrared & Gas Patio Heaters	
www.heat-outdoors.co.uk info@heat-outdoors.co.uk (+44) 01279 466500	