

RedwellGB Heating Limited Additional Instructions & Disclaimer Notice



CLIENT INFORMATION

The infrared heating element does not work based on the principle of convection heat but is a radiant heater. On initial installation and start-up the heater may require to run for several hours in order to warm up solid objects (furniture, walls, ceilings and floors) Once solid objects have warmed up a comfortable ambient temperature shall be maintained and running times may be minimised to reduce the running time of your heater. To optimise your heating system we recommend a high quality control (thermostat) is installed with your heater.



SAFETY INSTRUCTIONS

1. The installation of infrared heating element should be completed by a qualified technician taking consideration of current building and regulation standards
2. The infrared heating element may only be connected to 230 V/50 Hz and should be installed to the appropriate standards of the country concerned
3. The installation of an infrared heating element should be completed by a qualified and/or competent person only. The fixing materials provided may be used **OR** similar and/or approved fixings suitable for the substrate of which the heating element is to be fixed to. The fixing materials provided are **NOT** suitable for ceiling installation or plasterboard walls. It is the responsibility of the installer to ensure the fixing materials used are adequate
4. The infrared heating element must not be exposed to excessive moisture
5. Do not cover the infrared heating element with any objects. **RISK OF OVERHEATING**
6. The infrared heating element is equipped with a safety temperature limiting device, which turns off in case of overheating and will automatically turn on again after cooling down
7. **The heating elements without switch (except the models with frames) fulfil the safety requirements of IP 65 (protected against dust and low pressure jets of water from all directions) The installation of heating elements in special rooms (rooms with shower, bathtub or swimming pools) must be installed by an accredited electrical contractor taking consideration of the appropriate standards of the country concerned**
8. The minimum distance to other objects should be 50cm away from the front, 20cm from the sides and 10cm from the bottom and top
9. In case of handling ensure the infrared heating element is disconnected from mains power and completely cooled down
10. Do not try and repair the infrared heating element, the power cable cannot be replaced and must always be returned to the manufacturer for repairs



INSTALLATION / ASSEMBLY

- For installation please use the template included with instructions
- Please ensure the self-adhesive expansion pads are fitted to the fixing brackets
- The installation of an infrared heating element should be completed by a qualified and/or competent person only. The fixing materials provided may be used **OR** similar and/or approved fixings suitable for the substrate of which the heating element is to be fixed to. The fixing materials provided are **NOT** suitable for ceiling installation or plasterboard walls. It is the responsibility of the installer to ensure the fixing materials used are adequate
- After having suspended the infrared heating element on the wall or ceiling please ensure all fixings are firmly tightened with the enclosed spanner or appropriate tooling for safety
- We advise periodic checks of fixings to ensure fixings remain firmly tightened and the heating element remains secure for safety reasons (especially relevant to ceiling mounted panels)

BEFORE INITIAL START-UP

Read the safety instructions and the manual contained within the Redwell packaging before use! Check the infrared heating element for visible damage and the mains voltage is in accordance with the voltage information on the information plate on the rear of the infrared element. If you notice any damage to the heating element, do not use it – contact your specialist Redwell dealer immediately

START-UP

- The infrared heating element is provided with a mains plug (except Towel Dryer 2.0). After completion of assembly, connect to mains socket 230V/50Hz. Room temperature control can be achieved by RF adaptor plug/thermostat or in case of a fixed connection consult a qualified electrician to install appropriate heating controls
- Printed heating elements may produce a slight odour on initial start-up. Do not be concerned. Odours are not harmful and should disperse within 24hrs
- Heating elements may require to run for several hours in order to warm up solid objects (furniture, walls, ceilings and floors) Once solid objects have warmed up a comfortable ambient temperature shall be maintained and running times may be minimised to reduce the running time of your heater

CLEANING AND CARE

- Before cleaning always disconnect from mains power plug if applicable or alternatively switch off power and allow heating elements to cool down
- To clean use a smooth damp cloth to wipe and dry with a clean soft towel immediately. **DO NOT** use any chemicals or detergents on white heating elements or printed heating elements
- Standard glass cleaning products may be used to clean mirror heating elements or glass heating elements
- Never clean the infrared heating element under running water, nor submerge in water

GUARANTEE

We provide a 90 month guarantee for your infrared heating element except Redwell "Light" and "Infrasmile" products which come with a 60 month guarantee, starting from the date of purchase or delivery, whichever is the latter. Within this guarantee period Redwell Manufactur GMBH will regulate free of charge upon presentation of all applicable invoices product and material defects by repair and/or replace the defective parts and (by the manufacturers choice) substitute an equally flawless article.

The condition for this guarantee is, that the infrared heating element has been properly treated and cared for and installed correctly. Claims which go beyond our guarantees are excluded. The guarantee when justified includes only the repair of the infrared heating element. Further claims and liabilities for eventual consequential damages are basically excluded.

The guarantee does not refer to parts, which are subject to natural abrasion (parts subject to wear) or to defects caused during shock, faulty use, moisture, or due to other external factors.

Clicking sounds, which can occur due to the thermal expansion and fixings on the wall and/or ceiling, present no reason for complaint and do not impair heating characteristics. We recommend to check and tighten fixings if applicable.

Heating elements with glass surfaces can have minor indentations, which occur during the glass production. These characteristics are specific for the products and are no reason for complaint.

Heating elements with white surfaces can have minor colour variations, which occur during the heating process. These characteristics are specific for the products and are no reason for complaint.

In case of a claim, please complete the form below and send a copy of the original invoice and/or delivery note with the serial number of the heating element which is included on the front cover of the manual or alternatively can be found on the information label on the rear of the panel. Please include a clear description and photographs of the defect to help us process your claim.

DISCLAIMER NOTICE

Liability For Damage

RedwellGB Heating Limited will not be liable for any damage caused to plastering, filling or decoration resulting from the removal of existing installations, tiles or decorations except where such damage has been caused by the negligence of the Company, its employees or agents. The Company accepts no responsibility for any damage resulting from structural or other defects in the property at which the installation is carried out. The Company will not undertake, and it is no part of the Company's obligation, unless specified, to complete any plastering, tiling or decoration on behalf of the Customer.

Liability For Injury

RedwellGB Heating Limited will not be liable for any injury caused by the imprecise installation of goods via a third party except where such injury has been caused by the negligence of the company, it's employees or agents. It is the responsibility of the installer to ensure the goods are installed in accordance with the appropriate safety electrical standards of the country concerned and appropriate measures have been taken to ensure the goods are secure to avoid injury from the fall of materials.

