DSR solaris Electric Heater

INSTALLATION
&
OPERATING INSTRUCTIONS

500w-1000w-1500w-2000w

THESE INSTRUCTIONS SHOULD BE READ CAREFULLY
AND RETAINED FOR FUTURE REFERENCE.
BE SURE TO OBSERVE ALL
LABELS AND WARNINGS
ON THE APPLIANCE

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. Young children should be supervised to ensure that they do not play with the appliance.

1. General Information

EHC Electric heaters have been designed using the latest technology to create an elegant solution for all hard to heat situations. They can be installed in almost any location, apart from the safety restrictions noted within this manual. This range has been developed to provide a flexible solution for electric heating in Domestic properties, Conservatories, Holiday homes, Offices and in any temporary heating situation. The heaters can be simply plugged into a standard socket or hard wired into a fused spur.

Wi-Fi Control

DSR Wi-Fi Control is our easy to use App based control system. To take benefit of this feature you simply need to purchase and connect the heaters to our DSR Gateway. The DSR Wi-Fi App gives you total control of all your heaters independently or in groups if required. The system can be controlled from a Computer, Smart phone or Tablet using our Free App. Additionally by adding an optional Power Meter to the system will give you further controllability over the total available power within your home. The Power Meter constantly monitors the whole house electrical demand. If the set demand is reached, the system will temporarily disable your chosen heaters until the demand is reduced, the heaters will then be reactivated automatically.

All EHC heaters are manufactured to the highest safety and quality Standards. Each heater is CE Marked and carries all the necessary European Approvals. Each heater is fully checked and tested prior to leaving the factory. We hope you enjoy the comfort provided by this superior product and we look forward to being of assistance to you in the future.

GENERAL SAFETY INSTRUCTIONS

1. Please read these instructions fully before starting the device for the first time. Do not discard the instructions, guarantee, your invoice and, if possible, the complete packing.

2. The guarantee will be invalidated if the product is not installed or handled in- line with the recommendations of this manual.

3. Before connecting the appliance, make sure the mains voltage is sufficient and in correspondence to the marked labels of the appliance.

4. Check the power is sufficient to supply the appliances. Note; the total draw of the heaters current must not exceed the capacity of the circuit breaker that protects them.

5. This heater cannot be used in rooms with presence of gases or other flammable products (glues, etc...)

6. **<u>WARNING</u>**: To prevent overheating, **Do Not** cover or use the heater to dry clothes.

7. Make sure the power cable or other objects do not come into contact with the heater surface while in operation.

8. If the power cable becomes damaged it must be replaced by the manufacturer or a suitably qualified trades person. Failure to comply may compromise your safety and void your warranty.

9. Check the device and the supply cord regularly. Do not turn the device on if it is damaged.

10. **PRECAUTION: Some parts of this product can reach high temperatures and could cause burns. Pay special attention when children or vulnerable people are near this heater.**

11. Do not place the device directly under a power socket.

12. Children under the age of 3 should not be allowed to touch or play with the heater and should be supervised at all times.

13. This device can be switched on/off by children over 8 years of age, as well as by people with reduced physical, sensory or mental capabilities, only when suitably supervised adult is present and only when they have been provided instructions to use of the device. Cleaning must only be carried out by an appropriate adult

GENERAL SAFETY INSTRUCTIONS

14. **Warning**: Do not use this heater near baths, showers or swimming pools. It should not be possible to access the device's controls from the bath, shower or any other surface that is in contact with water. (Its use in zones 0 or 1 in bathrooms is totally prohibited: seek advice from a qualified electrician).

15. For greater safety, this appliance is provided with a device that interrupts its operation in the case of overheating.

16. This heater has been designed exclusively to be fixed to the wall. For further information on the fixing systems, consult the section "INSTALLATION AND WALL MOUNTING" of this manual.

17. Do not use accessories that have not been recommended by the manufacturer, as they could entail a potential risk to the user, and damage the device. Use only original accessories.

18. Keep all the packaging elements (plastic bags, cardboard and polyethylene) out of the reach of children, as they can cause potentially dangerous situations.

19. Use this device only for domestic / light commercial use and the tasks for which it has been designed. This device has not been designed for industrial use. **It must not be used outdoors, in greenhouses or for animal husbandry.** Keep it away from heat, direct sunlight, humidity and cutting tools. Do not under any circumstances immerse in water or use this device with wet hands. In the case of humidity or water in the device, immediately disconnect the power supply and do not touch the wet parts.

20. Do not attempt to service the device yourself. Contact a qualified technician.

21. To disconnect the heater from a mains socket, pull the plug, never the supply cord.

22. Respect the "SPECIFIC SAFETY INSTRUCTIONS FOR THIS APPLIANCE"

SPECIFIC SAFETY INSTRUCTIONS FOR THIS DEVICE

- The appliance must remain in a vertical position.
- Make sure the appliance is secured at all times. Please adhere to the installation distances indicated in this guide.
- Do not hang any objects in front, behind or on top of the device.
- Always ensure that the inlet and outlet air flow are <u>not</u> obstructed.
- Always install the device so that it cannot enter into contact with any combustible material, such as curtains or towels.
- To clean the device, consult the instructions in the "MAINTENANCE" section. If water enters the heater it could seriously damage the device.
- Do not insert any object through the grille or inside the device.
- This heater is designed to be connected by plug to the electric installation and fixed to the wall installation. Follow the instructions in "INSTALLATION".

⚠️ **Your Guarantee may be invalidated if the installation instructions have not been followed**

INSTALLATION

- Heaters can be heavy. Take adequate precautions when lifting and maneuvering the heater. Always assess the load, and seek assistance with heavy or awkward loads that are beyond your capabilities.

- In order to maintain stability and to ensure its future safety in use, it is essential that the heater is FIXED SOUNDLY TO A WALL and that the brackets are mounted on a FIRM, LEVEL SURFACE.

- Care should be taken to avoid irregular surfaces.

- It is important that these instructions are strictly followed.

- Keep the following minimum safety distances to avoid fire risk due to high surface temperatures of the appliance during heating cycles.

- CAUTION – This heater must not be located below or in front of a fixed socket outlet.

- DO NOT POSITION under windows where curtains may contact the heater.

- DO NOT PLACE THE APPLIANCE in the vicinity of a swimming pool.

- During the first use and for a few minutes, this device may occur smells and noise due to the dilatation of some internal parts. This is normal, so you must provide adequate ventilation. The smells are momentary and will quickly dissipate.

- For greater efficiency, make sure to calculate the correct size of the heater according to the surface of the room. We recommend contacting your dealer or engineer to perform this calculation.

- The heater must be placed at a minimum distance of 15cm from any combustible material, curtains, furniture, chairs, etc. (Fig.1).

- Allow for a minimum distance of 1m, from the front of the unit to any obstacles (furniture, walls, curtains, for example) that could hinder its operation or performance of the product.

- Keep a minimum distance of 15cm between the appliance and the side walls and any other obstacles (walls, for example) that may affect its function. Also keep a minimum distance of 35cm on top the appliance free of obstacles and a minimum distance of 15cm from the floor.

Fig1
Minimum Clearances
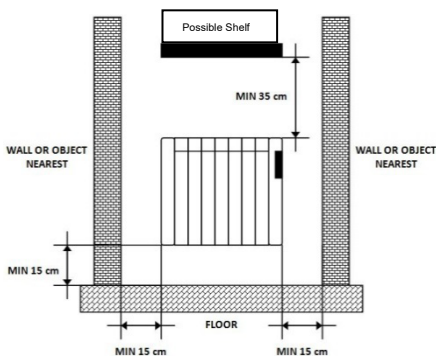
Note: Only IPX4 heaters are suitable for installation in bathrooms which allows for the heater to be installed within Zone 2 as per regulation 701.32.4

Regulation 701.411.3.3 of BS7671 means that all circuits within a location containing a bath or shower will require RCD protection not exceeding 30 mA and have the characteristics specified in regulation 415.1.

Local isolation should be provided for the heater, however, the isolation device must be installed out with all zones and in compliance with regulation 701.512.3 and Section 53 of BS7671

⚠️ **Note:** Heaters must be only installed in or out with zone 2 of a bathroom

Figure 1: Zone dimensions - elevation view showing a bath tub
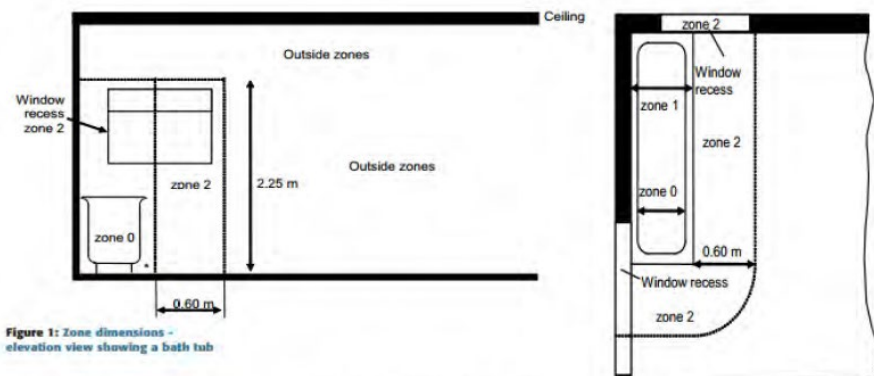
WALL-MOUNTING

1. Place the template onto the floor and mark the drilling positions for the heater brackets. Use the Screws & Plugs provided to fix the brackets to the wall.
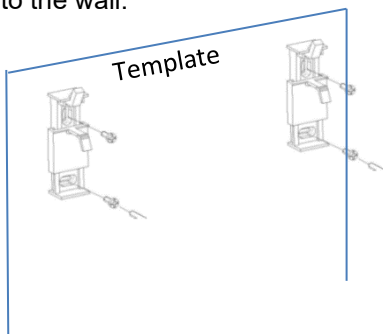
2. Attach the 2 adhesive spacers onto the heater the back of the heater.
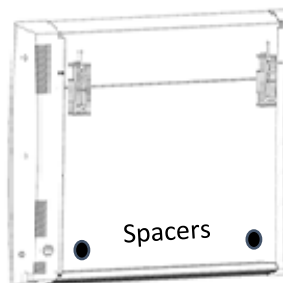
3. Hang the heater onto the brackets and lock into position by the screwing the locking device into position.

Note: Take care not to over tighten as this may damage the brackets.

ELECTRIC CONNECTION

The appliance has been designed to be connected to 230V (nominal) alternating current (AC); 50Hz power supply.

This appliance is equipped with a 1.5 m supply cord fitted with standard UK sealed 3 pin plug that can be directly connected to a suitable electrical sockets within the home.

Care must be taken when connecting heaters in this way not to overload the ring main circuit within the property. **If you are unsure contact a qualified electrician for advice.**

Alternatively the supply cord can be cut to length by a Qualified Electrician and connected to a suitable 13A DP Switched Fuse Spur installed adjacent to the heater. This connection unit should comply with BS 1364-4 and have a minimum contact separation of at least 3mm. It is recommended when connecting to a screwed terminal that the flex ends are crimped to prevent the copper strands from splaying within the terminal.

All electrical installation work, in particular protective measures, must be carried out in compliance with BS7671 regulations, statutory provisions and 'best industry practice' of the respective utilities provider.

The electrical installation may only be carried out in compliance with the installation instructions by a suitably qualified electrician.

Electrical Connections

The wires within the supply cord are coloured in accordance with the following code:

|	
BLUE:	NEUTRAL
BROWN:	LIVE
GREEN/YELLOW	EARTH

 WARNING THIS APPLIANCE MUST BE EARTHED

TECHNICAL CHARACTERISTICS

Type	PSO500.380.58	PSO1000.510.58	PSO1500.640.58	PSO2000.770.58
Rated Voltage	230 V~	230 V~	230 V~	230 V~
Rated Frequency	50 Hz	50 Hz	50 Hz	50 Hz
Rated Power Input	500 W	1000 W	1500 W	2000 W
Electrical Protection Class	II	II	II	II
IP Protection Degree	IPX4	IPX4	IPX4	IPX4
Dimensions (LxHxD) (mm)	380 x 580 x105	510 x 580 x 105	640 x 580 x 105	770 x 580 x 105
Weight (kg)	5.6	8.7	11.5	14.8

CONTROLLER INSTRUCTRIONS

1.0 Modes
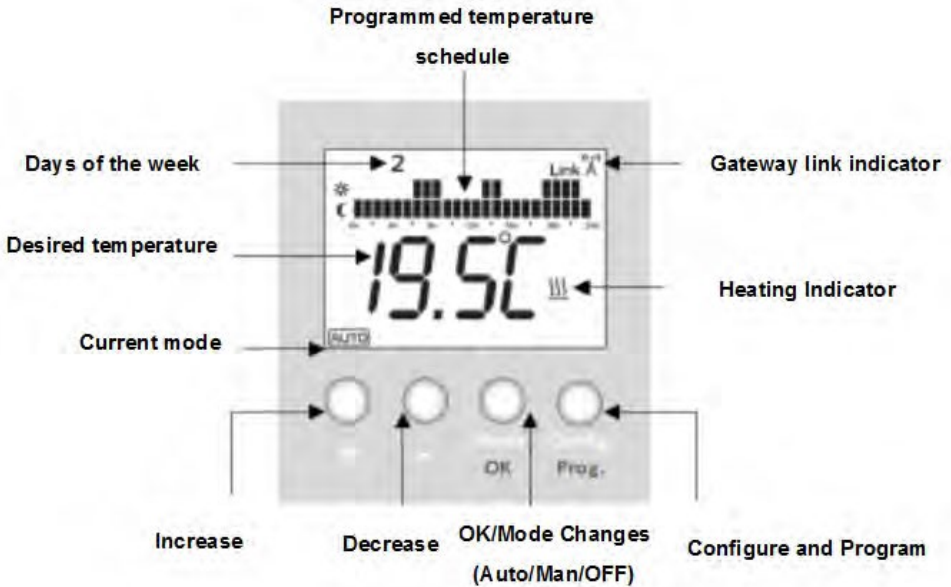
The heater can work in 3 different modes by pressing the "Mode" button

• Auto Mode
The set temperature varies automatically following the Programmed Schedule, based on the 3 custom temperatures selected. Each LCD Block indicates what temperature is active at that time.

• Manual Mode

The "Set Temperature" only changes if the user modifies it by pressing the **+**

and **-** buttons.

• OFF.
The heater will not heat, but can receive remote instructions if linked to a gateway that is connected to the internet.

Note: When in "Auto Mode" manually adjusting the temperature will activate the heater for 1.5 hours, after this time period has lapsed the heater will automatically revert back to the original program settings.
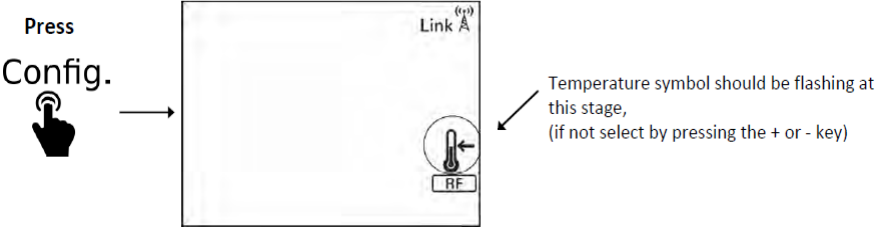
2.0 Setting Temperatures
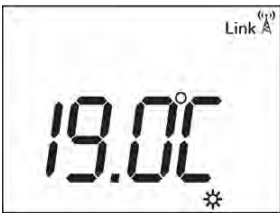
At Home	Sleeping	At Work / Away
19.0°C	17.0°C	5.0°C
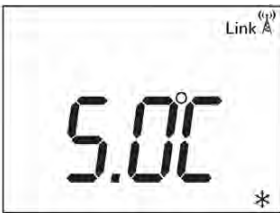
The controller has 3 temperature ranges,
- **Comfort** (☼) Normally when at home.
- **Economy** (☾) Normally used at night or for brief absence periods
- **Frost Protection** (❄) normally used when away from home.
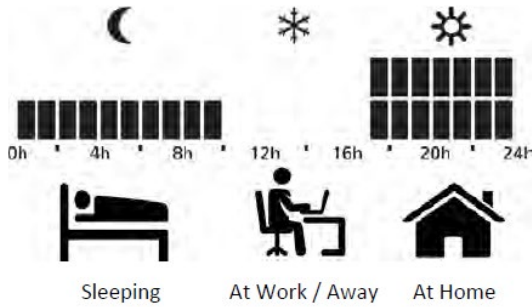
To Set Temperatures

Press

Config.

→

Temperature symbol should be flashing at this stage,
(if not select by pressing the + or - key)

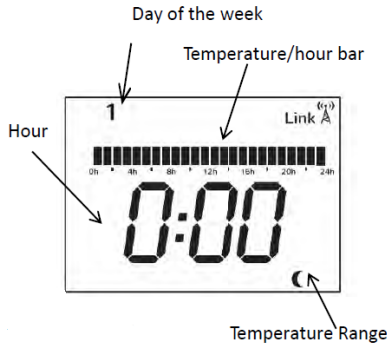Now Press OK Select your temperature, change by pressing the + - buttons

then press OK to confirm.

Once you have chosen your temperature ranges press Config.

3.0 Setting Program Time and Day

Symbol Indication

Sleeping   At Work / Away   At Home

To start programming.

1. Press (3s. Config.) and hold for 3 seconds.

2. Press OK To select your temperature range followed by **+** to set your times by hour.

3. To change the temperature range during programming, Press OK Select

temperature then program again using the **+** button.

4. Once you have programmed a 24 hour period ![barcode graphic] 0h 4h 8h 12h 16h 20h 24h the controller will automatically move onto the next day, now program all 7 days the same.

Once all 7 days are programmed the controller will then ask you to select the Day of the week (1 being Monday). Select by pressing the **+** and **-** buttons, Save by pressing the **OK** button. The next stage is to set the real time. Use the **+** and **-** buttons to select the **Hour's** and **Min's,** save by pressing **OK.**

Tip: Quick Real Time Setting.
To change the real time clock without having to go through previous settings.

3s. Config.

Press and hold ⊙ 👆 for 3 seconds to show this screen [0:00 screen] release and press Config once again to enter Quick Real time settings.

4.0 Keypad Locking

LOCK
Press and Hold the + and - buttons for 3 seconds to Lock the key pad. All the buttons will be disabled if pressed. (LocH will be displayed). To unlock press and hold the + and - Buttons for 3 seconds.
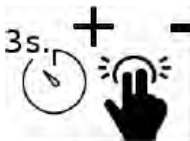
Note: Advanced settings should only ever be changed by a fully qualified engineer or with advice from EHC.

5.0 Advanced Engineer Settings

To enter advance settings
1. Press the Config button once to show screen 1
2. Now press and hold the Config button for 5 seconds, C1 will now appear
3. Change Configuration Number by pressing the **+** or **-** buttons, then press **OK**
4. Change the Configuration by pressing the + or - button, Then **OK** to save.

1.   2.

Link

C1

Configuration Settings
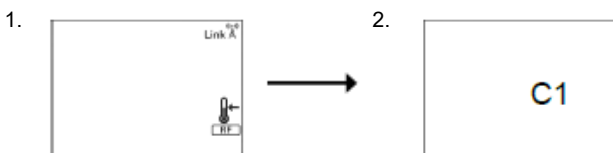
C1: Temperature unit adjustment ºF/ ºC
C2: Heating control type adjustment
    (Factory Set Do Not Change)
C3: Temperature compensation adjustment
C4: Firmware version
C5: Open window detection.
    (Stops the heating for 30min if a fall of 2.4ºC is detected over a period of 4 minutes)
C6 Adaptive Control.
    (This feature will turn the heating on early to meet the chosen temperature at the chosen time)
C7 Full or Manual control mode.
    (Full Program or Basic Thermostat)

Controller User Defaults

Mode: OFF
Tª comfort: 19ºC
Tª eco: 17ºC
Tª frost: 5ºC
Tª mode manual: 19ºC
Temperature compensation Offset: 0ºC
RF link: No
Temperature units: ºC
Open window detection: OFF
Control mode: Factory Set Do Not Change
Program: All hours Eco

Reset Heater to Factory Settings

Press and Hold **Config** & **OK together** for 10 Seconds, **rES** will show on display, Confirm by pressing **OK**
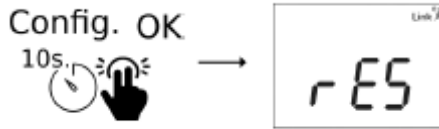
6.0 Account Registration

To create an account and activate your gateway go to: **www.electric-heatingcompany.co.uk/download/dsr**
Click on, **"New user, sign up here"** Follow the Online instructions to create your account.

Note: Once registered, you will be sent a Confirmation email. Click on the link to confirm the email to activate your account then sign in. (If you don't receive an email, check your Spam folder) You can also setup an account using the free App's that are downloadable from The Apple App Store & Google Play.
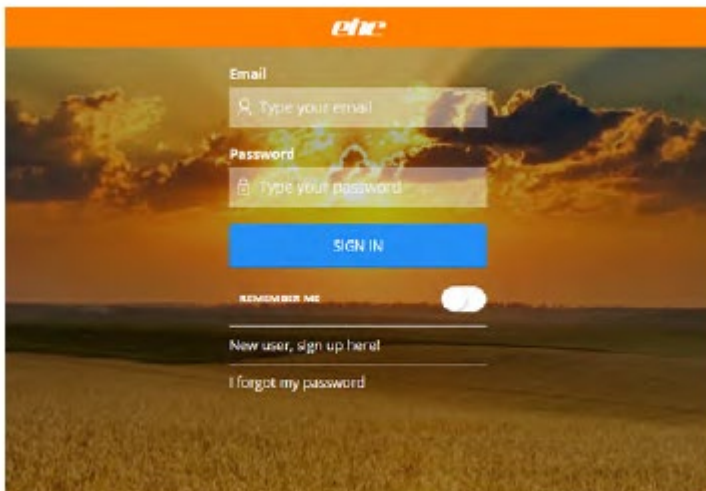
7.0 Setting Up DSR Gateway

1. Attach the Gateway to your internet router using the Ethernet cable provided.
2. Connect the power supply to the gateway using the micro USB cable.
3. When energised the Gateways LED's will begin to flash, Orange ON alternating Green every 5seconds means you are connected.

Note: If this doesn't happen check LED sequence list below.

Gateway LEDs Status

- Green off, Orange flashing one second: discovery status (device pairing).
- Orange on, Green flashing 0.2 seconds: the router has not assigned an IP address to the gateway.
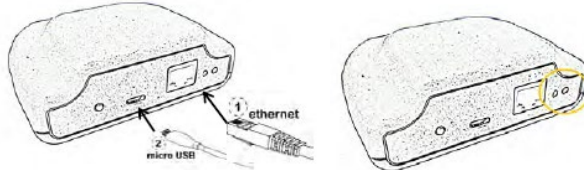- Orange on, Green flashing briefly every 5 seconds: the router has assigned an IP address to the gateway correctly, but there is no communication with the server.
- Orange on, alternating with green flashing briefly every 5 seconds: the Gateway has connected to the router correctly and has internet connection.

Note: It is preferable to register your account and gateway before installing it. If it is registered after installation it may take a few minutes to become accessible via the web, if you do not want to wait, disconnect and reconnect the power supply to the gateway to reset.

8.0 Pairing

Once the DSR Gateway is connected to the Internet and fully registered, you can now pair it with your Heaters.
There are 2 ways to put the DSR Gateway into pairing mode.
Option 1.
You can simply press button on the gateway as shown below, the gateway will now begin searching for external devices.

Option 2.

On your Computer, Smart Phone, or Tablet, select the **+ install** icon at the bottom of the screen, then select the device you want to install. This will puts the DSR Gateway into pairing mode. An Orange LED will start to flash on the Gateway, you have 1 minute to add a device at this stage. For each additional new device that is added the available time increases as you go through the pairing process.

Pairing a Heater with the Gateway

When the Gateway is in pairing mode. Simply press and hold the OK [MODE OK] button on the heater for 3 seconds until the Link symbol appears: Link your heater is now connected and ready to program through the App.

9.0 Optional Power Meter.

Note: Installation of this device must be carried out by a competent electrician in accordance with I.E.E. Regulations for Electrical Equipment. BS:7671

Installation of Power Meter

The power meter should be connected to a spare 6 amp Mcb or Rcbo within the properties Consumer Unit. This supply should then be taken and connected to a fused switched spur with a minimum contact of 3mm and fuse rated to 3amps. From the fused spur take a supply cable to the Power Meter that should be mounted within a mini enclosure. Live and Neutral connections are clearly marked at the bottom of the device.
(Take care not to damage the Terminals when connecting the power cable to the Meter) Refer to Figure 6

Power Meter

The Power Meter is a device that monitors and helps to protect the main power supply of your property. From a Computer, Smart phone or Tablet you are able to access and view your homes total power usage. From the App or a Computer you can set the Maximum Available Load for your property protecting the incoming electrical supply. If your Max Power Setting has been achieved, i.e. another high power electric appliance like an electric shower is in use. The heating systems output will be temporarily reduced by the equivalent power of the appliance in use until it is switched off.

Pairing the Power Meter

You can simply pair the power meter in the same way as you would a heater by putting the gateway into Pairing Mode. Once the Gateway has been activated and is in the Pairing Mode, press the small button on the

front of the power meter for 3 seconds until it is shown in the App.

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Heater Power Meter

Each heater has its own internal power metering facility that allows you to view the heaters power usage and temperature at any given time. This information is recorded for 24 months, which automatically rolls forward after 24 months.

The Heater System's Maximum power usage can also be restricted by simply going into App and changing the Maximum Power Allowance to your desired setting.

E.g. If you have 8 x 1kW heaters and your electrical circuit could only run 6kW of heating you would set the Power Allowance to 6000 watts.

When your heating system switched on 2 heaters would automatically be disabled until 2 heaters in operation have reached their desired temperature setting. Once this has been achieved the 2 disabled heaters would then become active.

You can also setup heater priorities within the heater settings if you would like specific heater or heaters to come on first.

Typical Power Meter Wiring Layout

Note: Installation of this device must be carried out by a competent electrician in accordance with I.E.E. Regulations for Electrical Equipment. BS:7671

Earth not shown for clarity

Main Cable to Property
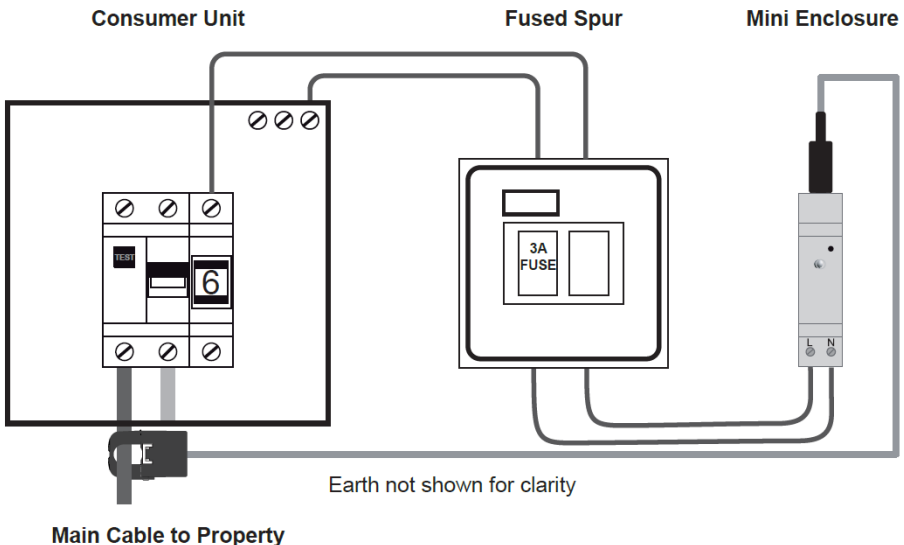
Specification

Controller

• LCD STN with backlight
• 4 buttons
• RF 868Mhz
• 1PCB for control, 1PCB for Power
• 3 temperatures
• Comfort
• Economy
• Frost
• Measured temperature resolution: 0.1ºC
• Setting temperature resolution: 0.5ºC
• Measured temperature range: 0-45ºC
• Setting temperature range: 5-35ºC
• Schedule programming resolution 1h
• PCB operating temperature <80ºC
• External NTC probe
• Electric self-consumption metering <3%error
• Transformer less power stage
• Max power: (16A)

Gateway

• External Power Supply Voltage, 5V
  500mA
• Consumption 300mA
• Connector Type RJ45 Ethernet
  connector
• LED indicator conditions
• 868Mhz RF, integrated PCB antenna
• Micro USB Adaptor included
• Ethernet 0,5m cable included

Power Meter

• DIN Rail Mount mini enclosure required.
• External current sensor, 3.5 mm jack connector for easy installation.
• Supply 200-260V, 50Hz –no batteries-
• Consumption 0.65 – 0.9W
• RF 868Mhz integrated antenna
• Calculates active power & energy
• Direct measurement of voltage
• 100A/80A current sensor
• Error <3%

THERMAL SAFETY

In the case of overheating, a safety device automatically cuts the heaters operation. After cooling the heater will automatically reset.

MAINTENANCE

Your heater requires no regular maintenance, however, to ensure good operation of the product the following points should be adhered to:

- Disconnect the device from the mains power supply before performing any cleaning or maintenance operation. Let the heater cool down before cleaning.

- To avoid any risk of electrical shock, clean the unit with a soft, damp cloth wiping the outside of the heater to remove any dust or dirt.

- Do not use detergents, solvents, abrasive products or any other chemical product to clean the heater.

- **NEVER immerse the device in water or any other liquids.** You can use a vacuum or flexible brush clean the air grilles of the heater to ensure optimum performance.

Conditions of Guarantee

We are pleased to offer a 5 year guarantee on your recent purchase of EHC Electric Heaters. The 5 year guarantee applies to the body of the heater only. The electrical and electronic components of the heater have a 2 year guarantee. The period of guarantee commences with the day of delivery. If within the guarantee period the heater is defective due to faulty components or workmanship we undertake to repair the heater free of charge. Depending on the circumstance of the fault we may require the heater returned to EHC for a service repair.

The guarantee shall not apply to damages caused by natural wear and tear, intentional misuse, non-observance of the operational instructions, and connection to incorrect supply voltage, damages caused by corrosion or rust or use of aggressive cleaning agents. The purchaser shall not be entitled to any rights and/or remedies under this guarantee if the heater has been repaired, or attempted to be repaired, without written authorisation from or if a part or parts not supplied by EHC have been used in a repair. Any claims for compensation of damages beyond the scope of this guarantee are excluded.
The period of guarantee shall not be renewed or extended by repair or substitute heater. The guarantee is not transferrable.

EU Declaration of Conformity

CE

Product:	DSR solaris ceramic WiFi Heater
Trademark:	**ehc** ® the electric heating company
Models:	**PSO500.380.58** **PSO1000.510.58** **PSO1500.640.58** **PSO2000.770.58**
Batch & Serial No.:	**YYDDD-XXX** (1)

(1) Explanation of code "Batch & Serial No.": *Batch* = **Mx - YYDDD**; *where:* **Mx** = *Production Line No.*; **YY = *year*** and **DDD = *correlative day* (001,..., 365)**.

Serial No.= **XXX (001,..., 999)**.

We:

ehc ®
the electric heating company

The Electric Heating Company Limited
Block 5 Unit 40 Third Road, Blantyre Industrial Estate
Blantyre G72 OUP United Kingdom

Hereby declare that the following equipment complies with all the essential requirements for health and safety of European Directives..

2014/30/UE EMC DIRECTIVE   2014/35/UE LV DIRECTIVE
2011/65/UE RoHS DIRECTIVE   2014/53/EU RED   2009/125/EC (ErP Directive)

With reference to the application of the following standards:

2014/30/EU EMC DIRECTIVE	**EN 55014-1:2006 +A1:2009 +A2:2011** **EN 61000-3-2:2014** **EN 61000-3-3:2013** **EN 55014-2:1997 +AC: 1997 +A1:2001 +A2:2008** **EN 61000-4-2:2009** **EN 61000-4-3:2006 +A1:2008 +A2:2010** **EN 61000-4-4:2012** **EN 61000-4-5:2006** **EN 61000-4-6:2013** **EN 61000-4-11:2004**
2014/35/EU LV DIRECTIVE	**EN 60335-2-30:2009 + CORR:2010 +A11:2012** **EN 60335-1:2012 +AC:2014 +A11:2014** **EN 62233:2008 +CORR:2008**
2011/65/UE RoHS DIRECTIVE	**EN 62321-1:2013**
2014/53/EU RED	**ETSI EN 300 220-2 V3.1.1,** **ETSI EN 300 220-1 V3.1.1**
2009/125/EC (ErP Directive)	**UE 2015/1188**

ECDESIGN TABLE

Models	DSR solaris PSO500.380.58	DSR solaris PSO1000.510.58	DSR solaris PSO1500.640.58	DSR solaris PSO2000.770.58
Heat output				
Nominal heat output (P_{nom})	0.5 kW	1kW	1.5kW	2kW
Maximum continuous heat output ($P_{max,c}$)	0.5 kW	1kW	1.5kW	2kW
Auxiliary electricity consumption				
At nominal heat output (el_{max})	0.0008 kW	0.0008 kW	0.0008 kW	0.0008 kW
At minimum heat output (el_{max})	0.0008 kW	0.0008 kW	0.0008 kW	0.0008 kW
In standby mode (el_{SB})	0.0008 kW	0.0008 kW	0.0008 kW	0.0008 kW
Type of heat output/room temperature control:	Electronic room temperature control plus week timer			
Other control options:	Room temperature control, with open window detection. With adaptive start control. Distance control option.			

Electric Heating Company
Block 5, Unit 40, Third Road
Blantyre Industrial Estate
Blantyre G72 0UP United Kingdom

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RECYCLING (Disposal of the product at the end of its useful life)

According to European Directive **2012/19/UE**, on waste electrical and electronic equipment (WEEE), old electrical household appliances cannot be disposed of in the usual municipal containers; they have to be collected separately to optimise the recycling of the components and materials that comprise it, and reduce the impact on human health and the environment.

The crossed-out wheeled bin is marked on all Electrical and Electronic products, to remind the consumer of their obligation dispose of them separately.

The consumer must contact the local authority or the vendor to learn about the correct disposal of his/her old electrical household appliance.

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