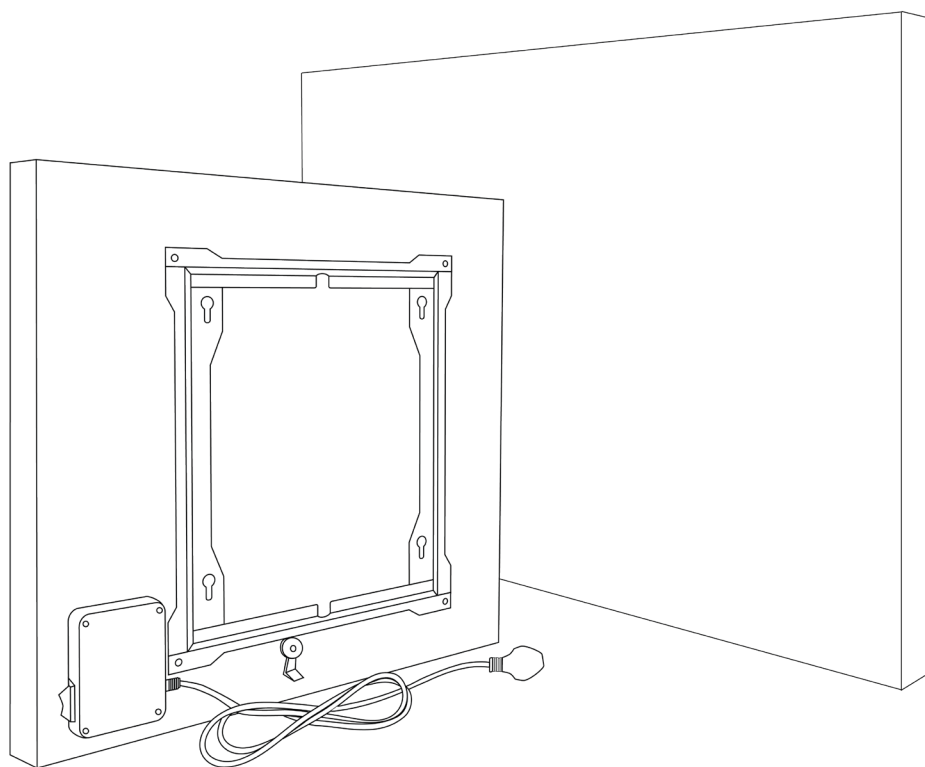


MIRRORSTONE

INFRARED HEATING

PRIME & PRO INFRARED PANEL HEATER MANUAL



CONTENT

1. Intro	3	24. Using The 7-Day Timer	15
2. Warning Symbols	4	25. Using Weekday and Weekend Mode (5+2)	15
3. Safety Guidelines	5	26. Using The Individual Day Timer (7+0 Mode)	16
4. Intended Use	6	27. Locking Your Thermostat	16
5. Improper Use	6	28. Switching The Tip Over Sensor On & Off	17
6. Personnel Qualification	7	29. Recalibrating The Temperature Sensor	17
7. Symbols On The Device	7	30. Factory Resetting Your Thermostatic Panel	17
8. Emergency Measures	7	31. Using Your Remote Controlled IR Panel	18
9. Residual Risks	8	32. Setting Up	19
10. Transportation & Storage	9	33. Pairing Your Remote To Your Panel	19
11. Transportation	9	34. Pairing Your Remote To Multiple Panels	19
12. Storage	9	35. Using Your Panel In Manual Mode	20
13. Unboxing	9	36. Switching Your Panel On & Off	20
14. Prime & Pro Panel Information	10	37. Setting Your Target Temperature	20
15. In The Box	10	38. Locking Your Remote Control	20
16. Installing The Prime & Pro Panels	11	39. Recalibrating Your Temperature Sensor	20
17. Getting Started	12	40. Toggling Open Window Detection On & Off	21
18. Uninstalling Your Panel Heater	12	41. Toggling The Tip Over Sensor On & Off	21
19. Using The Built-In Thermostat	13	42. Errors & Faults	22
20. Setting Your Thermostat Up	14	43. Warranty Conditions	23
21. Switching Your Panel On & Off	14	44. EU ECODESIGN REGULATION 2015/1188	23
22. Switching Between Manual & Automatic Modes	15	45. Waste Disposal	24
23. Setting Your Target Temperature	15	46. Notes	25

INTRO

Thank you for purchasing your new infrared heater. When used properly, it should provide you with plenty of eco-friendly, energy-saving infrared heat for many years to come.

Please keep this manual safe for future reference. It contains lots of important information that will help you manage and look after your panel and ensure it lasts for as long as possible.

Before doing anything with your panel, please carefully read the precautions on the following page. Failure to do so may result in injury, or the voiding of your warranty.

Note: This manual covers every heater from both the Prime and Pro ranges, so not all sections will apply to the heater you have purchased. Please ensure that you are reading the correct section for your heater before doing anything.

WARNING SYMBOLS



Warning Of Electrical Voltage

This symbol indicates that there is a danger to life and health due to electrical voltage.



Caution

This word indicates a low level hazard which, if not avoided, could result in minor or moderate injury.



Warning Of Hot Surfaces

This symbol indicates that there is a danger to life and health due to hot surfaces.

Note

This word indicates important information but not hazards (eg. damage to property). Notes with this word help you to carry out your activities quickly and safely.



Warning

This word indicates a medium level hazard which, if not avoided, could result in death or serious injury.



Info

Notes with this word help you to carry out your activities quickly and safely.

SAFETY GUIDELINES

Please read these instructions carefully before using the heater, and always keep these instructions close by when installing or when using the heater.

Warning

- Read all safety information and instructions
- Failure to observe the safety information and instructions may result in electric shock, fire and/or serious injury.
- Keep all safety information and instructions for future reference
- The appliance can be used by children aged from 8 years and above with reduced physical, sensory or mental capabilities or lack of experience and/or knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children must not play with the appliance.
- Cleaning and user maintenance must not be carried out by children without supervision.
- Children under the age of 3 must be kept away unless they are constantly supervised. Children aged between 3 and 8 may only switch the appliance on and off if they are supervised or have been instructed in the safe use of the appliance and understand the resulting dangers, provided that the appliance is placed or installed in its normal position of use.
- Children aged between 3 and 8 must not insert the plug into the socket, regulate the appliance, clean the appliance, and/or carry out maintenance. Do not use the appliance in small rooms if there are people in the room who cannot leave the room independently and are not under constant supervision.
- Do not operate the device in rooms where there is a risk of explosion.
- Allow the device to dry after cleaning with a damp cloth. Do not operate it when it is wet.
- Do not operate or use the device with damp or wet hands.
- Do not expose the device to a direct jet of water.
- Never stick objects or limbs into the device.
- Do not cover the device during operation and do not move it while it is in operation.
- Do not remove any safety signs, stickers or labels from the device. Keep all safety signs, stickers and labels in a legible condition.
- Do not sit on the device.
- The device is not a toy. Keep children and animals away. Only use the device under supervision.
- Before each use, check the device, its accessories and connection parts for possible damage. Do not use defective devices or device parts.
- Make sure that all electrical cables outside the device are protected from damage (e.g. by animals). Never use the device if the electrical cable or the power connection is damaged!
- The power connection must correspond to the information in the Technical Data chapter.
- Insert the power plug into a properly protected power socket.
- When using extension leads, do not connect multiple extension leads together, and ensure only one heater is connected to an extension lead at any given time.

-
- Before carrying out maintenance, care or repair work on the device, unplug the power cable from the power socket by holding it at the power plug.
 - Switch the device off and remove the power cable from the power socket when you are not using the device.
 - Never use the device if you notice any damage to the power plug or power cable. If the power cable of this device is damaged, it must be replaced by the manufacturer to avoid a hazard. Defective power cables pose a serious health risk!
 - When installing, observe the minimum distances from walls and objects as well as the storage and operating conditions as set out in the Technical Data chapter.
 - Never drill into the heating plate.
 - Do not use the device in the immediate vicinity of curtains.
 - Allow the device to cool down before transporting and/or carrying out maintenance work.
 - Do not use this device near bathtubs, shower trays, swimming pools or other vessels containing water. There is a risk of electric shock!
 - The device must be installed in such a way that switches and other controls cannot be touched by a person in the bathtub or shower.

INTENDED USE

Only use the appliance to heat surfaces indoors. The appliance is suitable for wall and ceiling mounting. The intended use includes, but is not limited to:

- Heating of surfaces
- Apartments
- Storage rooms
- Shops
- Residential areas

IMPROPER USE

- Do not use the device outdoors.
- Do not place objects, such as clothing, on the device.
- Do not use the device to heat vehicles.
- Do not use the device near petrol, solvents, paint or other highly flammable vapours, or in rooms where they are stored.
- The device must not be installed in a shower cubicle or directly above a bathtub.
- The device must not be used near swimming pools.
- Do not use the device in the immediate vicinity of sinks, bathtubs or other bodies of water.
- Never immerse the device in water.
- Any operation or use other than that specified in these instructions is not permitted. Failure to observe

these instructions will invalidate all liability and warranty claims.



- Unauthorised structural changes, additions or conversions to the appliance are prohibited, and will invalidate all liability and warranty claims.

PERSONNEL QUALIFICATION

Persons using this device must:

- Be aware of the dangers that arise when working with electrical devices in damp environments.
- Have read and understood the operating instructions, particularly the safety chapter.
- Maintenance work that requires the housing to be opened may only be carried out by personnel authorised by the manufacturer.

SYMBOLS ON THE DEVICE

Symbols	Meaning
	The symbol on the appliance indicates that it is not permitted to hang objects (e.g. towels, clothing, etc.) above the appliance or directly in front of it. The heater must not be covered in order to avoid overheating and the risk of fire!
	The symbol on the appliance indicates that there is a risk to life and health due to hot surfaces.

EMERGENCY MEASURES

- Disconnect the appliance from the mains supply in an emergency - unplug the connection cable from the mains socket.
- Do not reconnect a defective appliance to the mains supply.

RESIDUAL RISKS



Warning Of Electrical Voltage

Work on electrical components may only be carried out by an authorised specialist company.



Warning Of Electrical Voltage

Remove the mains plug from the mains socket before carrying out any work on the appliance. Disconnect the mains cable from the mains socket by holding it by the mains plug.



Warning Of Hot Surface

Parts of this appliance can become very hot and cause burns. Particular care should be taken when children or other vulnerable persons are present.



Warning Of Hot Surface

The surface of the appliance heats up during operation. Do not touch the surface of the appliance during operation and maintain the minimum distance.



Warning Of Hot Surface

The stated surface temperature of the panel reflects normal operation. Contact with the heated surface during operation should be avoided, as clearly indicated by the hot surface warnings provided.



Warning

A falling appliance can injure you! Get other people involved when transporting and installing the appliance. Do not stand under the lifted appliance. Ensure that the appliance is securely fastened to the wall.



Warning

This appliance can be dangerous if it is used improperly or not as intended by untrained persons! Observe the personnel qualifications.



Warning

The appliance is not a toy and does not belong in the hands of children.



Warning

Risk of suffocation!



Warning

Risk of suffocation!

Do not leave the packaging material lying around carelessly. It could become a dangerous toy for children.



Warning

There is a risk of fire if the appliance is set up or attached incorrectly.



Warning

The appliance must not be covered to avoid overheating and the risk of fire.



Warning

The heater must not be installed directly below a wall socket.

TRANSPORTATION & STORAGE

If you store or transport the device improperly, the device may be damaged. Observe the information on transporting and storing the appliance.

Transportation

Observe the following instructions before each transport:

- Unplug the power cord from the power outlet by holding it at the power plug.
- Do not use the power cord as a pull cord.
- Allow the device to cool down sufficiently.

Storage

Observe the following instructions before each storage:

- Unplug the power cord from the power socket by holding it at the power plug.
- Allow the device to cool down sufficiently.

Observe the following storage conditions when the appliance is not in use:

- Dry and protected from frost and heat
- In an upright position in a place protected from dust and direct sunlight
- If necessary, protected from dust with a cover
- Do not place any other devices or objects on top of the device to avoid damaging the device

UNBOXING

Unpacking The Appliance

1. Open the box and remove the device.
2. Completely remove the packaging from the device.
3. Completely unwind the mains cable. Ensure that the mains cable is not damaged and do not damage it when unwinding.

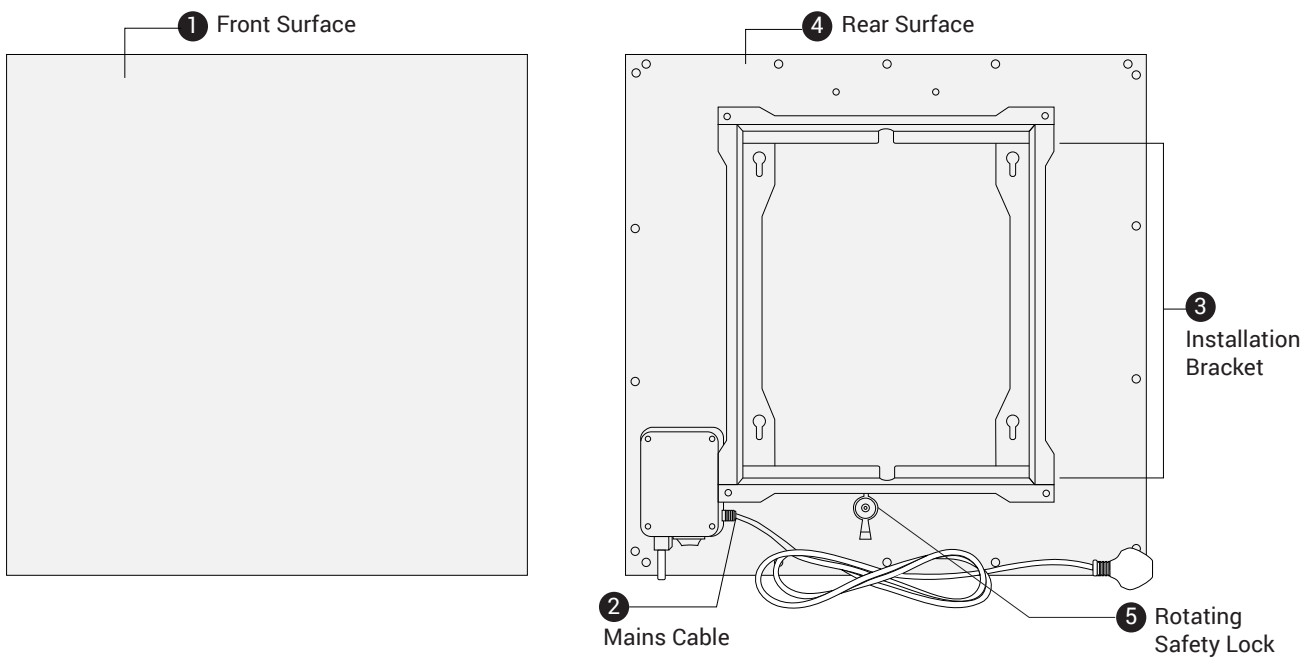
Assembly

The appliance is pre-assembled on delivery. The heater must not be installed directly below a wall socket.

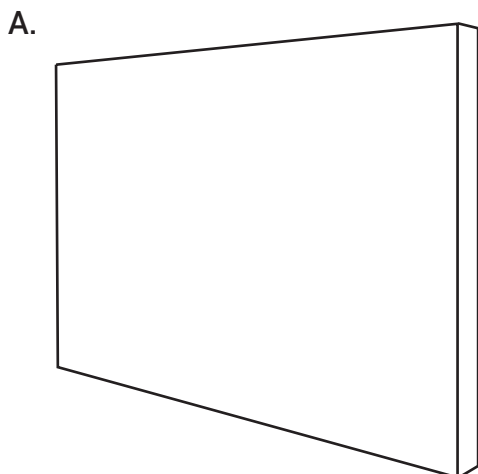
PRIME & PRO PANEL INFORMATION

This heater is based on the functional principle of heat generation through infrared radiation. People and objects are heated directly. The heating plates ensure even heat distribution in the room.

1	Front Surface
2	Mains Cable
3	Installation Bracket
4	Rear Surface
5	Rotating Safety Lock



IN THE BOX



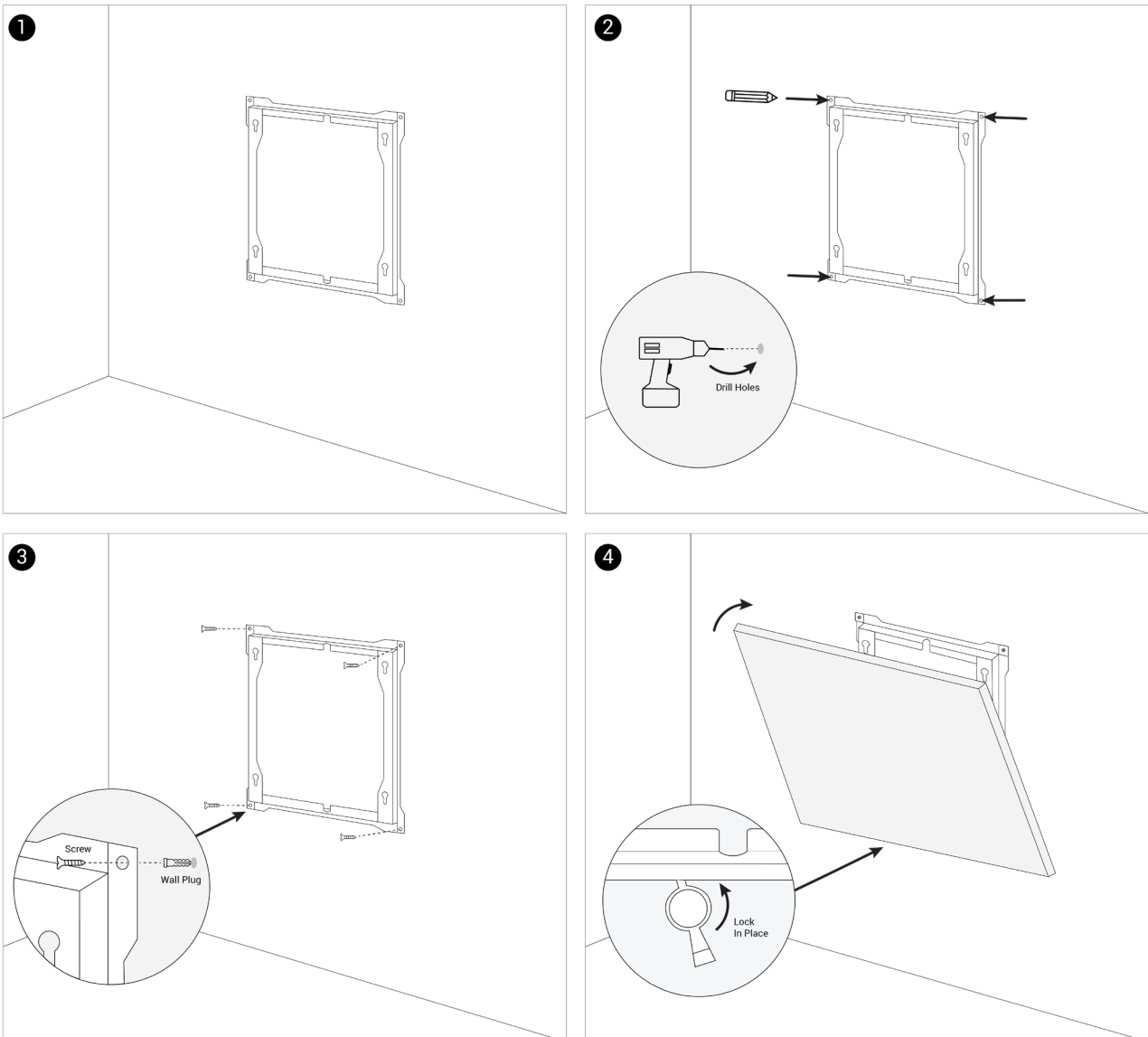
- A. 1 x Infrared Panel Heater
- B. 4 x Screws
- C. 4 x Wall Plugs
- D. 1 x Instruction Manual

INSTALLING THE PRIME & PRO PANELS

Prime & Pro IR Panels are suitable for ceiling mounting.

We recommend installing with a clearance of at least 20cm on all sides of the heater.

1. Position the bracket on the wall or ceiling so that the edge of the frame is in contact with the wall or ceiling.
2. Mark the 4 corner drill holes of the bracket on the wall or ceiling.
3. Drill 8 mm holes in the wall or ceiling. Attach the bracket to your wall or ceiling using only the enclosed wall plugs and screws. The screws should protrude approx. 0.5 cm from the wall plugs.
4. With the bracket on the wall, hang the heater on the bracket - the screws on the back of the panel itself will slot into the gaps on the bracket - and lock it in place by moving the rotating lock at the rear of the panel so that it fixes in securely.



GETTING STARTED

During initial commissioning or after a long period odors may develop when the appliance is not used for a long time. When installing the appliance, observe the minimum distances from walls and objects as specified in the Technical data section.

- Before using the device again, check the condition of the power cable. If you are in doubt about its condition, call customer service.
- Place the device upright and stable or hang it up horizontally.
- Avoid tripping hazards when laying the mains cable or other electrical cables, especially when installing the appliance in the middle of the room. Use cable bridges for any loose cabling along the floor.
- Ensure that cable extensions are fully unwound or unrolled.
- Ensure that there are no curtains or similar in the immediate vicinity.
- The heater should be installed in a position that minimises the likelihood of accidental contact, particularly by children or vulnerable persons.

Insert the plug into a 13A plug socket. If using extension leads, ensure only one extension lead is in use, and ensure only one heater per extension lead is connected.

Ensure that the mains cable is routed behind the heater. Never route the mains cable in front of the appliance.

Flick the main on/off switch on the back of the heater into the on position.

UNINSTALLING YOUR PANEL HEATER

WARNING OF ELECTRICAL VOLTAGE

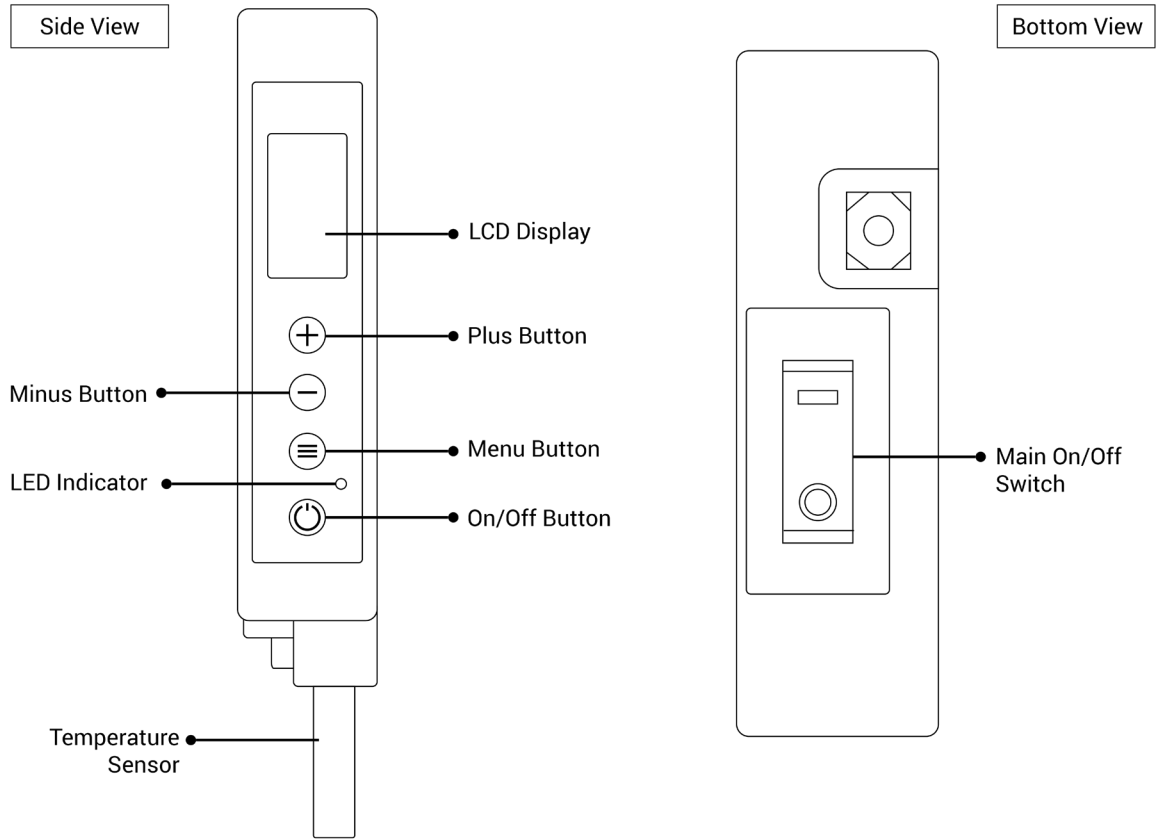
Do not touch the mains plug with damp or wet hands.

1. Unplug the mains cable from the mains socket by grasping the mains plug.
2. Allow the appliance to cool down completely.
3. Clean the appliance as described in the Maintenance chapter.
4. Store the appliance as described in the Storage chapter.

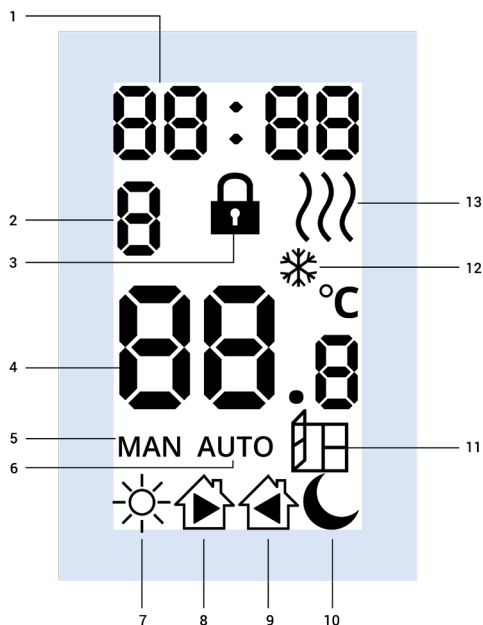
USING THE BUILT-IN THERMOSTAT

Note, the built-in thermostat is only available in the following models:

Models
MS-PRM-TH-4060
MS-PRM-TH-6060
MS-PRM-TH-40120
MS-PRM-TH-6090
MS-PRM-TH-60120
MS-PRM-TH-70110



LCD DISPLAY



1	Time
2	Day (1-7 indicating Mon-Sun)
3	Lock Indicator
4	Temperature
5	Manual Mode Indicator
6	Auto Mode Indicator
7	Auto Phase 1 Indicator (Waking Up)
8	Auto Phase 2 Indicator (Leaving Home)
9	Auto Phase 3 Indicator (Returning Home)
10	Auto Phase 4 Indicator (Going To Sleep)
11	Open Window Indicator
12	Anti Frost Protection Indicator
13	Heat On Indicator

SETTING YOUR THERMOSTAT UP



Scan this QR code to see our video guide on how to use your built-in thermostat.

1. Flick the Main On/Off switch on, then press the On/Off button.
2. Press and hold the Menu button. You should see the word SET flashing on your screen. Press the Menu button once more.
3. You can now set the current time, starting with the hour. Use the Plus and Minus buttons to adjust the hour. Press the Menu Button to confirm your hour setting.
4. You can now set the current minute. Use the Plus and Minus buttons to adjust the minute. Press the Menu button to confirm your minute setting.
5. You can now set the current day, with 1 indicating Monday, and 7 indicating Sunday. Use the Plus and Minus button to adjust the current day. Press the Menu button to confirm the current day.
6. You can now adjust the Open Window Detection setting, using the Plus and Minus buttons. When switched on, the panel will automatically switch off when it detects a drop in temperature of at least 4 degrees within a 15 minute time window. The panel will switch back on 15 minutes later to see if the temperature has risen, switching on if it has, and remaining off if there is no temperature increase. It will do this cycle a total of 5 times, and will switch off permanently if there is no increase in temperature.
7. Once your Open Window Detection setting is done, press and hold the Menu button for 3 seconds to save all your settings.

SWITCHING YOUR PANEL ON & OFF

Press the On/Off button to switch your panel heater on and off.

SWITCHING BETWEEN MANUAL & AUTOMATIC MODES

- Press the Menu button once to switch between manual and automatic modes.
- In manual mode, your panel will remain on, maintaining your target temperature, until you switch it off.
- In automatic mode, the panel will switch on and off at the times set in the 7-day timer program.

SETTING YOUR TARGET TEMPERATURE

- Use the Plus and Minus buttons to change your target temperature.
- When your target temperature is higher than the current room temperature, the panel will switch on.
- When your target temperature is lower than the current room temperature, the panel will switch off.

USING THE 7-DAY TIMER

There are two types of 7-day timer:

- Weekday and Weekend mode (5+2 Mode)
- Individual Day (7+0 Mode)

USING WEEKDAY AND WEEKEND MODE (5+2)

1. Press and hold the Menu button for 3 seconds. You'll see SET flashing on your screen.
2. Press the plus or minus button, and you'll now see "Pr" begin to flash. Press the Menu button once again.
3. You can now choose between "Pr1" and Pr2" using the Plus and Minus buttons. Pick "Pr1" with the Menu button for 5+2 mode.
4. We can set dedicated on/off times and temperatures for when you get up, when you leave home, when you arrive back at home, and when you go to sleep. These are indicated by these symbols at the bottom of your screen.
5. The first setting is the wake up time and temperature. Use the plus and minus buttons to set what hour you want your panel to switch on when you get up.
6. Once you're happy with the setting, press the Menu button again, and you can now use the plus and minus buttons to set the minute.
7. Once you're happy with your wake up time, you can now press the menu button one more time to set what temperature you want your room to be using the plus and minus buttons when you wake up.
8. Once you're happy with this setting, press the menu button again, and you can set the time and temperature for when you leave your home - you can simply repeat steps 5-7 here.
9. Then, you can repeat those same steps for when you get back home, and when you go to sleep, and then again for the weekends.

10. Once you've completed all your settings for the weekdays and weekends, press and hold the menu button to save all your settings.
11. To apply your settings, ensure your panel is in Auto mode. If not, press the menu button once to switch between Auto and Manual modes.

USING THE INDIVIDUAL DAY TIMER (7+0 MODE)

1. Press and hold the Menu button for 3 seconds. You'll see SET flashing on your screen.
2. Press the plus or minus button, and you'll now see "Pr" begin to flash. Press the Menu button once again.
3. You can now choose between "Pr1" and Pr2" using the Plus and Minus buttons. Pick "Pr2" with the Menu button for 7+0 mode.
4. You can now set the switch on hour for Mondays when you get up, using the Plus and Minus buttons, indicated by the flashing "1" on your screen. Press the Menu button to save this setting.
5. You can now set the switch on minute for Mondays, using the Plus and Minus buttons. Press the Menu button to save this setting.
6. You can now set the target temperature for Monday mornings when you get up, using the Plus and Minus buttons. Press the Menu button to save this setting.
7. You can now set the time and temperature for Mondays for when you leave home, by repeating steps 4-6.
8. Once this is done, you can then repeat steps 4-6 for when you return home on Mondays, and when you go to sleep on Mondays.
9. Once this is done, you can then repeat these same steps for each individual day of the week.
10. Once you've got all your settings complete for every day of the week, press and hold the Menu button for 3 seconds to save all your settings.
11. To apply your settings, ensure your panel is in Auto mode. If not, press the menu button once to switch between Auto and Manual modes.

LOCKING YOUR THERMOSTAT

Press and hold the Plus and Minus buttons together for 3 seconds to lock your thermostat.

You'll see a padlock icon appear on your LCD Display.

Press and hold the Plus and Minus buttons together for 3 seconds to unlock your thermostat.

SWITCHING THE TIP OVER SENSOR ON & OFF

Note, if you are ceiling mounting your IR Panel Heater, the Tip Over Sensor must be switched off.

1. Start by pressing the on/off button so that your heater is in standby mode.
2. Then, press and hold the minus and menu buttons together for 3 seconds.
3. You'll hear a long beep, followed by a "Tilt On" message on the screen, indicating that the tip over sensor is switched on.
4. When switched on, the panel will automatically switch off if the angle of the panel exceeds 45 to 60 degrees.
5. To switch it off, press and hold the minus and menu buttons again while the heater is in standby mode.
6. You'll hear another long beep - followed by a "Tilt Off" message on the screen.

RECALIBRATING THE TEMPERATURE SENSOR

If you feel that your temperature sensor is not absolutely accurate, you can manually calibrate it.

1. Press and hold the Plus and Menu buttons for 3 seconds while switched on.
2. You'll see a flashing temperature on screen, and here, you can use the Plus and Minus buttons to correct the temperature calibration.
3. Hold down the Menu button to save your settings.

FACTORY RESETTING YOUR THERMOSTATIC PANEL

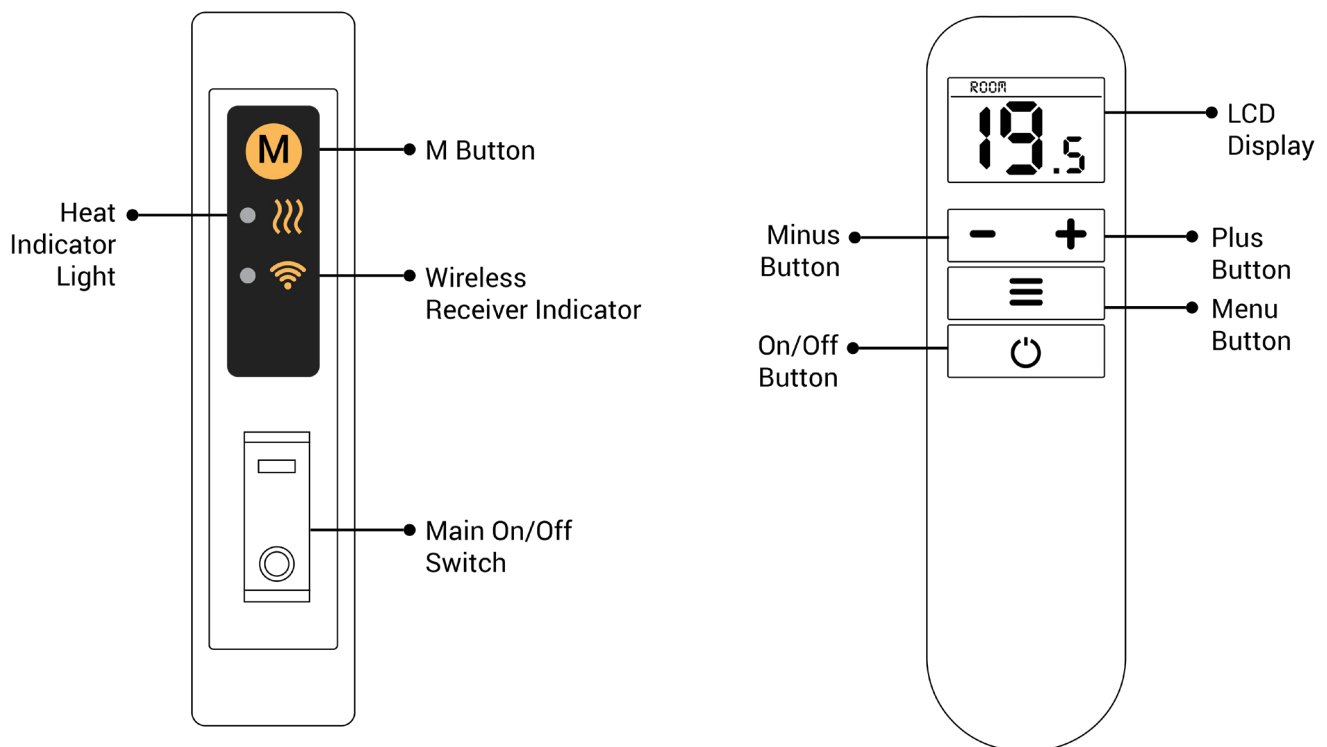
To factory reset your thermostatic IR Panel, simply press and hold the On/Off button for 10 seconds.

You'll hear three beeps, followed by "fact" appearing on your screen, indicating that all your settings have been wiped, and the panel is now back to factory defaults.

USING YOUR REMOTE CONTROLLED IR PANEL

Note, that the remote control functions are only available with the following models:

Prime Remote Control Models	Pro Remote Control Models
MS-PRM-R-4060	MS-PRO-R-6060
MS-PRM-R-6060	MS-PRO-R-40120
MS-PRM-R-40120	MS-PRO-R-6090
MS-PRM-R-6090	MS-PRO-R-60120
MS-PRM-R-60120	MS-PRO-R-60140
MS-PRM-R-70110	



SETTING UP



Scan this QR code to see our video guide on how to use your remote controllable panel. Start by inserting two AAA batteries into the back of your remote.

PAIRING YOUR REMOTE TO YOUR PANEL

1. Press the M button at the back of your panel 4 or 5 times in succession to put it into pairing mode. You'll see the LED indicator begin to flash, indicating that the panel is in pairing mode. It will stay in pairing mode for 10 minutes.
2. While the LCD Display on the remote reads "Off", press and hold the On/Off button, and Plus button for 3 seconds.
3. You'll see "PAr" on the display, before it says "Off" again. The LED Indicator on the back of the panel will turn solid green, indicating that the remote is now paired to the panel.

PAIRING YOUR REMOTE TO MULTIPLE PANELS

1. Press the M button at the back of your panel 4 or 5 times in succession to put it into pairing mode. You'll see the LED indicator begin to flash, indicating that the panel is in pairing mode. It will stay in pairing mode for 10 minutes.
2. Repeat step 1 for as many panels as you want pairing to a single remote.
3. While the LCD Display on the remote reads "Off", press and hold the On/Off button, and Plus button for 3 seconds.
4. You'll see "PAr" on the display, before it says "Off" again. The LED Indicators on the backs of the panels will turn solid green, indicating that the remote is now paired to all the panels.

USING YOUR PANEL IN MANUAL MODE

- Hold down the M button on the back of the panel for 3 seconds.
- You'll see the LED indicator on the back of the panel light up, indicating that the heater will now operate independently of the remote.
- To switch the panel back to remote control mode, hold the M button down again for 3 seconds.

SWITCHING YOUR PANEL ON & OFF

- Press and hold the On/Off button on your remote for 1 second to switch your panel on.
- When switched on, the LCD Display will show the current room temperature, along with the word "ROOM".
- Press and hold the On/Off button on your remote again for 1 second. You'll see the word "OFF" appear on your remote display.

SETTING YOUR TARGET TEMPERATURE

- Use the Plus and Minus buttons to adjust your target temperature.
- When your target temperature is higher than the current room temperature, the panel will switch on.
- When your target temperature is lower than the current room temperature, the panel will switch off.

LOCKING YOUR REMOTE CONTROL

- Press and hold the Plus and Minus buttons together for 2 seconds to lock your remote.
- You'll see the padlock symbol appear on the LCD Display, indicating that the remote is now locked.
- Press and hold the Plus and Minus buttons together for 2 seconds again to unlock your remote.

RECALIBRATING YOUR TEMPERATURE SENSOR

If you feel that your temperature sensor is not absolutely accurate, you can manually calibrate it.

1. Press and hold the Menu button on your remote for 2 seconds.
2. You'll see "0.0" flashing on your LCD Display, you can now use the Plus and Minus buttons to manually calibrate the temperature sensor.
3. Once your settings are complete, you can press and hold the Menu button for 2 seconds to save your settings.

TOGGLING OPEN WINDOW DETECTION ON & OFF

1. Press and hold the Menu button for 2 seconds. You'll see the temperature calibration display, so from here, press the Menu button one more time.
2. By default, open window detection is set to on, so you'll see the word "On" on your screen.
3. You can use the Plus and Minus buttons to toggle the setting on and off.
4. When switched on, the heater will automatically switch off if it detects a drop in temperature of more than 3 degrees in a 15 minute time window.
5. After 15 minutes, the heater will switch back on and wait for the temperature to rise, switching off if there is no change in temperature. It will do this cycle a total of 5 times, after which it will permanently switch off if there is no rise in temperature.

TOGGLING THE TIP OVER SENSOR ON & OFF

Note, if you are ceiling mounting your IR Panel Heater, the Tip Over Sensor must be switched off.

1. Power the heater off using the switch at the back of the panel, and wait for all the LED indicators to switch off.
2. Then, press and hold the M button, and switch the panel back on using the main switch.
3. You'll see the main LED indicator light switch on...indicating that the tip over sensor is now switched off.
4. To switch it back on, simply power your panel off one more time from the main switch.
5. Press and hold the M button, and press the main switch one more time.
6. When you switch it on, you'll see these two LEDs flash 3 times, indicating that the tip over sensor is now on.

ERRORS & FAULTS

Warning of electrical voltage work that requires the housing to be opened may only be carried out by authorised personnel.

The appliance has been checked several times during production to ensure that it functions correctly. However, should malfunctions occur, please check the appliance according to the following list.

The Appliance Does Not Emit Heat

- Check the mains connection.
- Check the mains cable and mains plug for damage.
- Check the mains fuse provided by the customer.
- Wait 10 minutes before restarting the appliance. If the appliance does not start, have an electrical check carried out by a specialist company.

The Surface Of The Appliance Curves Outwards

The material expands when heated. This is a normal occurrence and no action is required.

The Surface Of The Device Heats Up Only Slightly

- The power supply voltage does not meet the requirements. Check the power supply voltage.
- The ambient temperature is low. This is normal and no action is required.

The Device Makes Noises After Switching On

The material expands when heated. The insulation also expands and causes the noise. This is a normal process and no action is required.

If the appliance is not working properly after the checks, pull out the mains plug

Get in touch with the retailer from which you bought your heater.

Warning

Before Starting Any Maintenance

Warning Of Electrical Voltage

Do not touch the mains plug with damp or wet hands.

Switch off the appliance.

Disconnect the mains cable from the mains socket by holding it by the mains plug.

Allow the appliance to cool down completely.

Warning Of Electrical Voltage Work That Requires The Housing To Be Opened May Only Be Carried Out By Authorised Specialist Companies.

Cleaning The Device

Warning Of Electrical Voltage

Never immerse the device underwater!

Clean the device with a damp, soft, lint-free cloth.

Ensure that no moisture penetrates the housing.

Ensure that no moisture can come into contact with electrical components.

Do not use any aggressive cleaning agents such as cleaning sprays, solvents, alcohol-based cleaners or abrasive cleaners to moisten the cloth.

Wipe the housing dry after cleaning.

WARRANTY CONDITIONS

We grant you a 7-year warranty for Prime IR Panels, and 10-year warranty for Pro IR Panels, with all thermostatic components covered by a 2-year warranty in addition to the statutory warranty rights. The period for calculating the warranty period begins on the invoice date.

The guarantee refers to the freedom from defects of the advertised product, including functionality, material or production defects.

Should a defect occur during the warranty period, we will provide you with one of the following services of our choice under this warranty:

- Free repair of the goods
- Free replacement of the goods with a like-for-like item or as close to as possible

In the event of a warranty claim, please contact us as the guarantor.

Warranty claims are excluded in the event of damage to the goods caused by:

- Normal wear and tear
- Improper handling
- Non-observance of safety precautions
- Use of force (e.g. blows)
- Attempted repairs by the user

EU ECODESIGN REGULATION 2015/1188

From 1.1.2018, the installation and commissioning of heating panels and infrared heaters is only permitted in conjunction with an external control unit / thermostat.

The control unit / thermostat must be equipped with electronic room temperature control and weekday control and also with at least one of the following functions:

- Adaptive control of the start of heating
- Room temperature control with open window detection
- Remote control option

This product is only suitable for well-insulated rooms or for occasional use.

WASTE DISPOSAL

The crossed-out garbage can symbol on a waste electrical or electronic appliance indicates that it must not be disposed of with household waste at the end of its service life. Collection points for waste electrical and electronic equipment are available in your area for free return. You can obtain the addresses from your city or local authority. The separate collection of waste electrical and electronic equipment is intended to enable the reuse, recycling or other forms of recovery of waste equipment and to avoid negative consequences for the environment and human health when disposing of hazardous substances that may be contained in the equipment.

MIRRORSTONE

INFRARED HEATING

sales@mirrorstone.co.uk

www.mirrorstoneheating.co.uk

86 Scudamore Road Leicester, LE3 1UQ

+44 (0) 116 436 2250