

# Oniris

## Electric Radiator

**2 YEAR  
WARRANTY**

SLIM-LINE DESIGNER RADIATOR WITH  
SMART ENERGY-SAVING FUNCTIONS.



All electrical appliances produced for the Company are guaranteed for one year against faulty material or workmanship. This applies only if the appliance has been used for purposes in accordance with the instructions provided and has not been connected to an unsuitable electricity supply, or subject to misuse, neglect, damage or modified or repaired by any person not authorised by the Company. This guarantee is offered to you as an extra benefit and does not affect your legal rights. The correct electricity supply voltage is shown on the rating label attached to the appliance. Reasonable care has been taken to ensure that this guide is accurate at the time of printing. In the interest of progress the Company reserve the right to vary specifications from time to time without notice.

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Horizontal (RAF3H-i2g) / Vertical (RAF3V-i2g) / Plinth (RAF3P-i2g) Models

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Thank you for choosing this appliance and for the confidence you have thus placed in us. Your recently acquired radiator has undergone numerous tests and inspections to ensure the best quality and to thus provide you with complete satisfaction.

Please read your radiator's manual and familiarise yourself with the operating guidelines in order to enhance your well-being.

Do not discard the manual, even after the radiator has been installed.

## WARNING



- Caution very hot surface.

**CAUTION:**

**Some parts of this product can become very hot and cause burns. Particular attention is required when children and dependent individuals are present.**

Children under 3 must be kept away from this appliance, unless they are under constant supervision.

Children between the ages of 3 and 8 must only turn the appliance on or off provided that the appliance has been positioned or installed in a normal intended position and provided that the children are supervised or have been instructed with respect to the safe use of the appliance and that they fully understand the potential dangers. Children between the ages of 3 and 8 must not connect, adjust or clean the appliance or perform any product maintenance.

This appliance can be used by children who are at least 8 years old and by persons with limited physical, sensory or mental abilities or without any experience or knowledge of the appliance if they are properly supervised or if they have been given instructions with respect to the safe use of the appliance and if the potential risks have been understood. Children must not play with the appliance. Cleaning and maintenance of the appliance by the user must not be performed by children without supervision.



To prevent overheating and for safety reasons, do not cover the heating appliance.

The operating instructions for this appliance are available from our website or by contacting the after-sales department.



: Appliances with this symbol must not be disposed of in household waste but must be collected separately and recycled. The collection and recycling of end-of-life products must be carried out according to local provisions and orders.

**DECLARATION OF CONFORMITY  
DIRECTIVE RED 2014/53/EU**

Thermor Pacific hereby declares that the equipment referred to hereafter is compliant with the essential requirements of directive RED 2014/53/EU.

The EU declaration of conformity completed for this equipment is available on request from our after-sales department (the address and telephone number are provided at the end of the manual).

**Designation:** radiator with i2g radio card.

**Models:** refer to the model reference in the manual's header.

**Features:**

**Radio frequency:** 868 MHz Transceiver.

**Class 2 radio equipment:** can be marketed and commissioned without any restrictions.

Radio range: from 100 to 300 metres in free-field conditions, varying according to the auxiliary equipment (the range can be altered depending on the installation conditions and the electromagnetic environment).

**Conformity with radio standards and electromagnetic compatibility has been verified by notified body 0081: LCIE France, Fontenay aux Roses.**

### I.1- Installing the appliance

Your appliance is delivered with its own wall bracket. However, the choice of screws and of wall plugs depends on the nature of your wall and you are responsible for ensuring that you use screws and wall plugs that are adapted to the weight of the appliance.

Once the cardboard box cover has been removed, you can remove the wall bracket, which you can then use as a hole drilling template.

To facilitate connection, this appliance (horizontal and low height version) has been designed so that it stands upright throughout the connection period. For a Vertical appliance, ensure that the appliance is placed in its wedge against the wall until it is placed on the wall bracket.

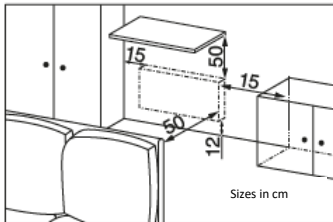
#### I.1.1 - Installation guidelines

This appliance has been designed to be installed in a residential room.

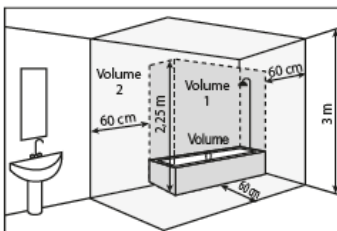
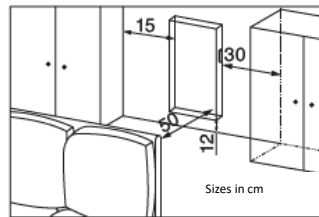
The installation must be carried out implementing best practices and in accordance with the current standards in the country of installation (NFC 15100 for France).

Observe the minimum distances from furniture when locating the appliance (refer to the diagram).

**Horizontal and Plinth Model**



**Vertical Model**




If you have a foam-mounted wall covering then a wedge having the same thickness as the foam must be placed under the appliance's bracket so that an open space is maintained behind the appliance to prevent any interference with its adjustment.

**Do not install the appliance:**

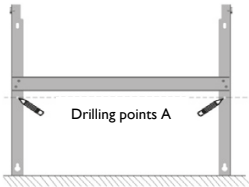
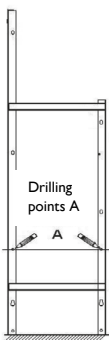
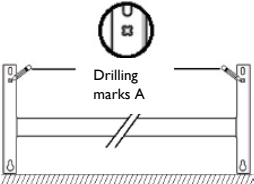
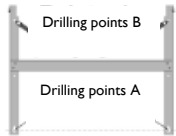


- In an air current that is likely to interfere with its adjustment (under a Centralised Mechanical Ventilation system, etc.).
- Under a fixed electric socket.
- In bathroom areas shown as 'Volume 1' in the above diagram.

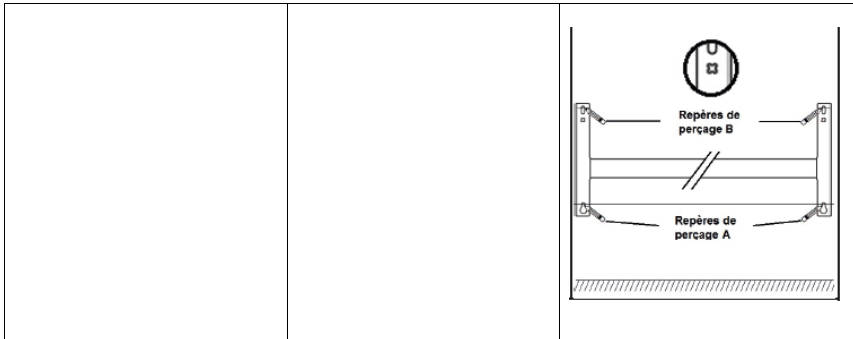
Appliances used in bathrooms must be installed so that the switches and other devices for controlling the appliance cannot be touched by an individual in the bath or the shower.

	Installing an appliance at altitude increases the air outlet temperature (by approximately 10°C per 1,000 m of elevation).
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Installing the appliances above an altitude of 1,000 m is not recommended (risk of faulty operation). Installing a vertical appliance horizontally, and vice versa, is prohibited. Using the appliance in a mobile configuration, on feet or on rollers, is prohibited.

**1.2 - Mounting the wall bracket on the wall**

Step 1		
Horizontal Model	Vertical Model	Plinth Model
		
Place the wall bracket on the ground. Mark the drilling points A, these give the position for the lower mounts.		
Step 2		
Horizontal Model	Vertical Model	Plinth Model
		



Re-mount the wall bracket by matching up the drilling points A with the lower holes on the wall bracket. Mark the 2 drilling points B with a pen.

### Step 3

Drill the 4 holes and insert wall plugs that are adapted to your wall (e.g. plasterboard, concrete). Position and screw in the wall bracket.

### 1.3 - Connecting the radiator

The appliance must be supplied with 230 V 50 Hz.

The radiator power supply must be directly connected to the network downstream of the omnipolar cut-off device in accordance with the installation guidelines.

A 3-wire cable (Brown = Phase, Blue = Neutral, Black = Pilot wire) is used to connect to the supply circuit through a junction box.

In humid rooms, such as kitchens and bathrooms, the junction box must be installed at least 25 cm from the ground.

The installation must be equipped with a circuit-breaker type protective device, with a 30 mA differential.

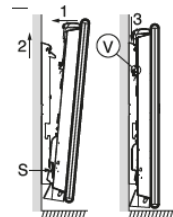
**Connection to ground is prohibited. Do not connect the pilot wire (black) to ground.**

If the power supply cable is damaged, it must be replaced by the manufacturer, their after-sales department or by a similarly qualified individual for safety reasons.

If the control or controlled device is protected by a 30 mA differential (for example: in the bathroom), the power supply for the pilot wire on this differential needs to be protected.

### 1.4 - Locking the appliance on its wall bracket

- Place the appliance on the S bracket as per the diagram.
- Move the appliance towards the bracket, then lift the appliance (arrows 1 and 2).
- Introduce the mounting brackets into the holes on the appliance, then lower the appliance (arrow 3).
- Lock by rotating the 2 V-locks by a half turn, your appliance is now mounted.



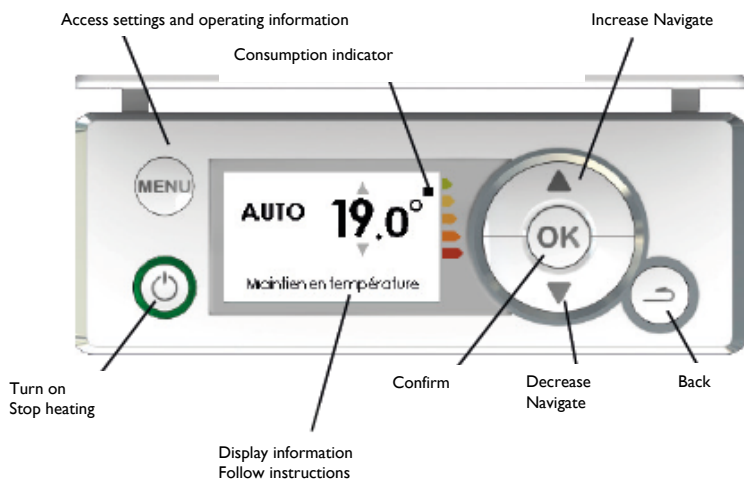
### 1.5 - Maintenance

Before performing any maintenance work, turn off your appliance by turning the On/Off switch to the 0 position.


In order to maintain the performance levels of your radiator, dust needs to be removed from the lower and upper grills of the appliance approximately two times per year using a vacuum cleaner or a brush. The appliance can be cleaned using a damp cloth; never use abrasive products and solvents. In a polluted environment, dirt can appear on the appliance's grill. This phenomenon is associated with the poor quality of the ambient air. In this case, we recommend checking that the room is properly ventilated (ventilation, air inlet, etc.). This dirt does not constitute grounds for warranty replacement of the appliance.


## 2 - OPERATION


### 2.1 - The control unit




### 2.2 - Turning on / Stopping heating

To turn on the appliance, press .

The green ring around the  key lights up.

To turn the heating off, press .

The green ring around the  key turns off.

### 2.3 - Locking / Unlocking the commands



The control unit can be locked to prevent it from being unintentionally handled. To lock the control unit, press ▲+▼ together for 5 seconds. Perform the same operation to unlock the control unit.

## 2.4 - The switch

An On/Off switch is located behind the appliance.

Only use this switch for an extended shut-down period (outside the heating periods). Check that the switch is set to I (on).




After an extended shutdown period, the day and the time may need to be reset.

## 2.5 - Initial start-up


On initial power-up, follow the instructions displayed on the screen.

### 2.5.1 - Setting the language

Change the language using ▲/▼ and confirm using .

The language setting can be re-accessed using the Expert Menu (refer to the "Expert Menu" chapter).

### 2.5.2 - Setting the date and time

Set the day using ▲/▼ and confirm using . Perform the same operation to set the month, year, hour and minutes.

The date and time setting can be re-accessed.



By default, the unit automatically switches to summer/winter time.

Automatically switching to summer/winter time can be deactivated (refer to the "Expert Menu" chapter).

### 2.5.3 - Appliance status

By default, on initial power-up:

- The AUTO mode is selected for the Horizontal and Vertical version (refer to the "Operating mode" chapter).
- The Prog mode is selected for the Plinth version.
- The setpoint temperature is set to 19°C.
- The detection functions are active (refer to the "Detection functions" chapter). For the Plinth version, only the "Open window" detection function is active.
- The maximum temperature reduction (during periods of absence) is 3°C relative to the setpoint temperature (refer to the "Operating mode" chapter).



## 3 - CONNECTIVITY

Before performing any action, illuminate the screen by pressing any key.  
This menu grants access to the configurations for Connectivities.  
Our units are compatible with **iO-homecontrol®**.

This highly secure wireless radio communication technology is integrated in a wide range of household equipment proposed by home specialist partner brands.

With our heating appliances that integrate **iO-homecontrol®** you can perform the following tasks through the Connectivity menu:

- **Pair** several **iO** compatible appliances in the same room.



For optimum operation, only appliances located in the same room should be paired (up to a maximum of 5 appliances).

- **Connect** your appliances to the Cozytouch app to control them remotely (from the app).

**3.1 - Accessing CONNECTIVITIES:** (Auto mode for the Horizontal and Vertical version and Prog Mode for the Plinth version).



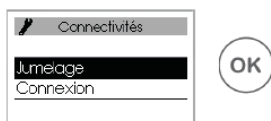
### **3.1.1 - Pairing between appliances**

**iO** appliances that are located in the same room can be paired so that they can communicate and share information.

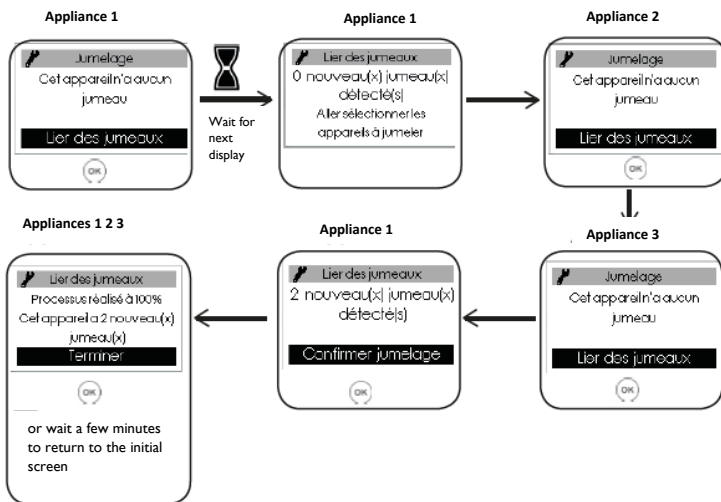
For example, when several appliances are paired, a change in the setpoint temperature or in a mode on one appliance is immediately fed back to all the other appliances.

Similarly, if one of the appliances in the room detects your presence, it will send this information to the other appliances.

### **Accessing PAIRING**

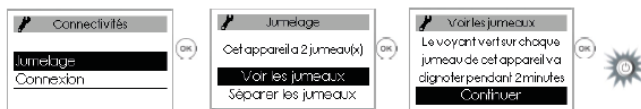


For example: pairing 3 appliances in the same room:




**Display the paired appliances:**

You can view the appliances that you have paired.



**Delete pairing:**

 This operation deletes all the connections between the appliances.



**Add a pair:**

The existing pairing must be deleted (refer to "Delete pairing") and the operation must be restarted to pair all the appliances.

**3.1.2 - Connection**

This appliance is compatible with our Cozytouch product (all the relevant information is available on our website) and with units using the **iO-homecontrol®** protocol.

Required accessories:

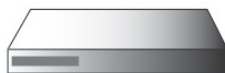
iOS and Android compatible  
Cozytouch App.  
Available as a free download  
from the App Store or from  
the Google Store.




Cozytouch Bridge.  
Sold by our brand distributors  
or on our website.



Internet access unit.



This installation allows you to remotely control, program and check your  appliance(s) using a smartphone or a tablet.

For example, you can change the setpoint temperature or the operating mode, manage your periods of absence by indicating your return date or view the consumption of your appliances.

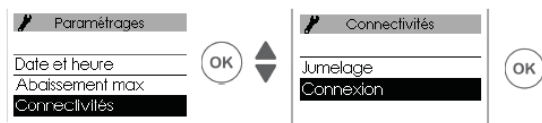
You can connect to the app, to an appliance or to a set of appliances that you have paired.



**Perform all the connection or control operations from the app** (follow the instructions displayed on your smartphone or on your tablet).

### **Connect your appliances**

Follow the instructions provided in the app.





If the appliances are already paired, then perform this operation on one appliance only.

## **4 - ADJUSTING THE TEMPERATURE**

Before performing any action, illuminate the screen by pressing any key.

### **4.1 - Setpoint temperature**

To change the setpoint temperature, use  /  .

By default, the setpoint temperature is set to 19°C (recommended temperature) and is adjustable from 12°C to 28°C.

Use the consumption indicator to optimise your adjustment. When the consumption indicator is level with the green symbol, your temperature level is below or equal to the recommended temperature.



A period of at least 6 hours needs to elapse for the temperature to stabilise.

It is possible, depending on your installation, that you will record a temperature that differs from that displayed on your appliance. In this case, refer to the "Expert Mode" - "T° Calibration" chapter.

### **Frost Protection Position (Plinth version without Auto Mode)**

Use this function when you are absent for more than 48 hours.

Irrespective of the selected mode, to activate Frost Protection press ▼ until 7.0°C is displayed.



When you return, reset the setpoint temperature to return to normal operation.

## 5 - OPERATING MODES

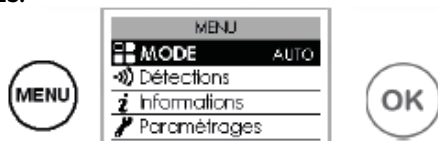
Before performing any action, illuminate the screen by pressing any key.

Select the operating mode best suited to your requirements.

3 modes are provided in the Horizontal and Vertical Version and 2 modes are provided in the Plinth version (Basic and Prog):

AUTO	BASIC	PROG
Use of smart control. The appliance programs itself.	Access to the temperature adjustment and to the connectivity functions only.	Manual programming of functions ( <i>use of the internal or external programming</i> ).

### Accessing the MODES:



#### **5.1 - Auto Mode (not available on Plinth version)**

This mode allows smart control to be activated. You adjust the desired temperature when you are present in the room and the appliance optimises your comfort whilst implementing savings.



### The appliance:

- records your weekly lifestyle and any changes to your lifestyle in order to implement its own programming;
- anticipates heating so that the room is at the correct temperature upon your return;
- detects any unforeseen periods of presence and absence in order to automatically adjust the temperature;
- detects any opening and closing of windows in order to lower the temperature to 7°C when you air the room.

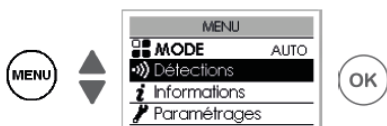
#### 5.1.1 - Functions accessible in AUTO mode

- **Temperature reduction**



Allows the maximum reduction level to be adjusted for the temperature that you desire during your periods of absence (from -2°C to -4°C). By default it is set to -3°C.

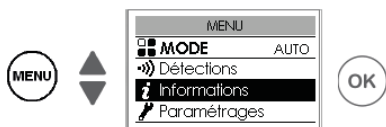
- **Detection functions**



The presence detection function is always active.

By default, the open window detection function is active and can be deactivated (refer to the "Detection functions" chapter).

- **Displaying smart control information**



### Self-programming

Allows periods of presence to be displayed that have been observed by the appliance for each day of the week. Your appliance continuously learns, stores and assesses your lifestyle in order to adapt the temperature of your room.



Following the initial start-up, one week of operation is required in order to define self-programming. It is then refined and evolves over time.

## Anticipation time

To optimally anticipate heating up before you return, your appliance learns and stores the heating-up time according to the characteristics of your room (volume, insulation, outside temperature, etc.).

## Energy savings

Your appliance notifies you of any savings that have been made by showing the amount of time it has taken to reduce the temperature over the past 7 days.



Following the initial start-up, one week of operation is required in order to see an initial result. It will then be continuously updated.

### 5.2 - Basic Mode

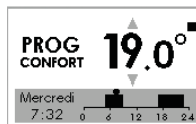
The appliance continuously adheres to the adjusted setpoint temperature. All the smart functions are deactivated.



### 5.3 - Prog Mode

This mode uses the internal or external programming. The appliance adheres to:

- the internal program defined for each day of the week; or
- the instructions from the external programming system for your installation.



#### 5.3.1 - Define the programming source



- **Internal programming**



This programming source is selected by default.

The appliance adheres to the defined programs.


Programs are pre-recorded. You can change the programs (refer to "Change the internal programs").

- **External programming**


The appliance adheres to the instructions from the external programming system for your installation through a pilot wire link or an  radio link.

 To control one or more of the appliance(s) from an  control point outside your installation, then:

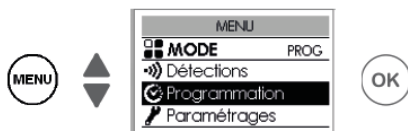
1) Exchange the security key before making the connection from the control point.  
To this end, access "Menu, Expert, Configurations, Connectivities, Send security key or Receive security key" (refer to the "Expert Menu" chapter).

2) Authorise the connection to each appliance if the installation is fitted with one of our brand  control points (refer to the "Expert Menu" chapter).

If the appliances are paired, **send** the security key from one appliance only.

 If the appliances are not paired, exchange the key on each appliance.

### Changing the internal programs



You can program up to 3 Comfort temperature periods for each day of the week.

Outside these periods, the appliance lowers the temperature (set to -3.5°C by default).

Change the periods using ▲ or ▼ and confirm using .

Examples of programs:

<p>Two comfort temperature periods: from 06:00 hrs to 08:00 hrs from 17:00 hrs to 23:00 hrs</p>	<p>Three comfort temperature periods: from 06:00 hrs to 08:00 hrs from 12:00 hrs to 14:00 hrs from 17:00 hrs to 23:00 hrs</p>	<p>One comfort temperature period: from 06:00 hrs to 23:00 hrs</p>

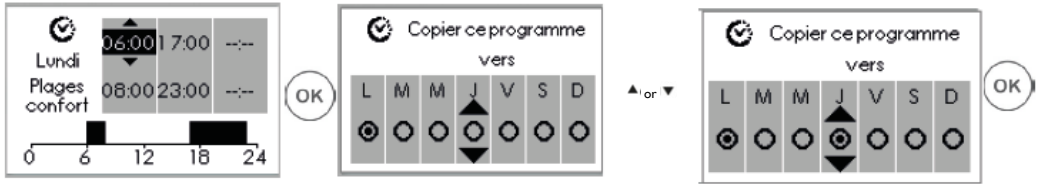
- **Copying a program**

You can copy the program that is defined for one day to one (or more) other day(s).

Scroll through the days using OK. Copy using ▲▼. Return to the previous day using ↶.

For example: copy the program from Monday to Thursday.





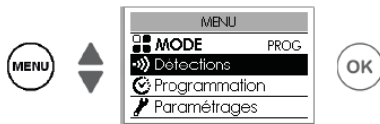
### 5.3.2 - Functions accessible in Prog Mode

- **Temperature reduction**



Allows the reduction level to be adjusted for the temperature that you desire outside the Comfort periods (from -2°C to -9°C). By default, it is set to -3.5° C (if the setpoint temperature is set to 19°C, then, outside the Comfort periods, it will reduce to 15.5°C).

- **Detection function** (not available on Plinth version)



By default, the presence detection function is inactive and the open window function is active (refer to the "Detection Functions" chapter).

Activating the presence detection function in Prog Mode allows any unforeseen presence to be detected automatically.

For example: for Monday you programmed a 17:00 hrs to 23:00 hrs. You return at 15:00 hrs. presence and automatically switches to the period.

▲ or ▼ temperature period from  
The appliance detects your  
Comfort temperature

- **One-off bypassing of the programming**

Presence detection function inactive (not available on Plinth version)

Allows any unforeseen presence to be managed.

For example: for Monday you programmed a Comfort temperature period from 17:00 hrs to 23:00 hrs. You return at 15:00 hrs and the appliance displays an Eco temperature.

You can manually increase the temperature.

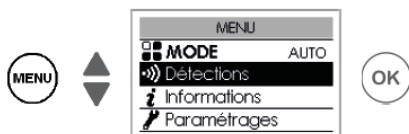


One-off bypassing is active up until the next Comfort temperature period that is defined in the program. The appliance then reverts to its normal operation.



## 6 - DETECTION FUNCTIONS

Before performing any action, illuminate the screen by pressing any key.



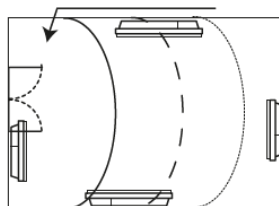
### 6.1 - Open window / Closed window

Enables detection of temperature variations associated with opening and closing your windows. If you forget to turn off your appliance while a window is open for a long period, then this function overcomes this problem and avoids unnecessarily heating your appliance.

The appliance automatically switches to Frost Protection mode (7°C) when it detects an open window and returns to the setpoint temperature when it detects its closure (the detection time varies). The appliance reacts to the opening and closing of windows according to several variables, which particularly include:

- the desired temperature in the room;
- the outside temperature;
- the configuration of the installation.

Best location zone.




The use of this function is not recommended in corridors and in rooms located in the vicinity of an entrance door opening onto the outside.

#### 6.1.1 - Activating/Deactivating the function

For the Plinth version you can access the "Open window" function via the Prog mode.

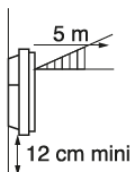
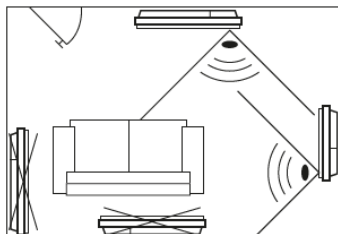


 If the appliances are paired, you can deactivate the open window detection of a single appliance without deactivating the others (refer to the "Configurations" chapter in the "Expert Menu").

### **6.2 - Presence (not available on Plinth version)**


Allows your room to be heated only when someone is present. The appliance will then heat in Comfort mode.

To optimise your appliance's presence detection function, the appliance must be installed to enable optimum detection (for example: do not install the appliance behind a sofa, in a frequently used area, such as a corridor, near a wardrobe, etc.).



Detection is not possible underneath the sensor.

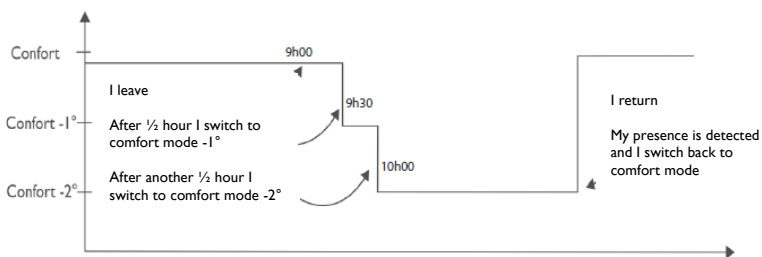
#### **6.2.1 - Activating/Deactivating the function**

 Function always active in AUTO MODE



For example: your appliance is set to 19°C in Comfort mode (whether or not it is programmed).



- at 09:00 hrs it detects your presence;
- at 09:30 hrs the operating temperature changes to 18°C;
- at 10:00 hrs the operating temperature changes to 17°C.

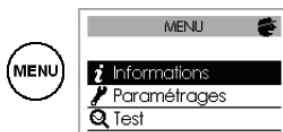




## 7 - EXPERT MODE


Before performing any action, illuminate the screen by pressing any key.


This menu grants access to the appliance's advanced functions.

Press  
 +   
 together for 5 seconds

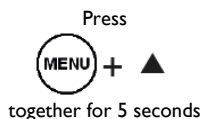


 Information	Allows appliance related information to be obtained that may be required if you contact the after-sales department.		
 Configurations	General	Clock	Automatic Summer/Winter. Allows activation or deactivation of automatic switching from summer time to winter time. This configuration is active by default. Date and time.
		Language	Allows the language to be selected: French, English.
		Resetting	Used to return to the basic factory settings (with Auto mode active, setpoint at 19°C, reduction at 3°C, detection functions active). Pairing between appliances, connection to the app or connection to a control point will be deleted.
Functions Config.	T° Calibration	It is possible, depending on your installation, that you will record an ambient temperature that differs from that displayed on your appliance. Before performing any action, let the temperature stabilise in Comfort mode for at least 6 hours at the desired temperature. You can then calibrate your appliance to adjust the setpoint temperature to the temperature recorded in the room.	

		<p>The calibration value is between -3°C and +3°C.</p> <p>For example: the temperature displayed on your radiator is 20°C.</p> <p>The temperature displayed on your thermometer is 18°C =&gt; select the calibration value -2°C.</p>		
	Window detection	If paired, allows the open window detection function to be deactivated on this appliance only. Deactivating the function on this appliance does not deactivate the function on the other paired appliances and allows it to follow the open window detection function of the other paired appliances.		
	Deletion	Reserved for radio controlled appliances. Allows the setpoint temperature to be reduced from -1°C to -2°C during peak rate periods. You are notified of these periods through the transmission of a private radio message, depending on the system that is installed.		
	Luminosity of the ring	Allows the luminosity level of the ring (on indicator) to be adjusted.		
Restrictions	Max. temperature	Allows a maximum setpoint temperature to be recorded that must not be exceeded. It is set to 28°C by default and can be changed (from 19°C to 28°C).		
	Access control	Allows the appliance's settings to be partially or fully locked.		
	PIN code	<p>Allows a personal access code to be recorded in the Expert Menu. Once activated, access to the Expert Menu is encoded.</p> <p>Your personal code can be noted here.</p> <table border="1" data-bbox="591 954 977 979"> <tr> <td style="width: 33%; height: 16px;"></td> <td style="width: 33%; height: 16px;"></td> <td style="width: 33%; height: 16px;"></td> </tr> </table> <p>To deactivate the code, return to the Expert Menu, enter your personal code, and return to Configurations =&gt; Restrictions =&gt; PIN Code.</p>		
Connectivities	Send security key	<p>The security key secures your iO installation to prevent interference with nearby equipment.</p> <p>Key exchange provides the possibility of connecting an iO control point to your installation.</p> <p>Allows the security key to be sent to an iO control point.</p> <p> Use this operation if the appliances are paired.</p>		
	Receive security key	Allows the security key to be received from an iO control point.		

			 Makes existing pairing inoperative if the security key is not transmitted to the other pairs.
		Authorise connection	Following key exchange, this operation is required to enable connection to an iO control point that is not part of our brand.
		Reset Connectivities	Deletes all connectivities (pairing of appliances, connection to the app, connection to a centralised control point).
Test	Main element	Starts-up the heating element for 5 minutes to check operation.	
	Presence sensor	Activates the sensor to check correct operation.	
	Radio	Test signal transmission	Checks that there is good radio communication between two appliances by transmitting a signal from one appliance and receiving a signal on the other appliance. If the signal is weak, then there is a risk of losing communication. Check the installation (distance and/or obstacles between the appliances).
		Test signal reception	

To exit the Expert Menu:



or



## 8 - POWER CUT-OFF

Our appliances are compatible with various power cut-off systems.

However, you should not use power cut-off by interrupting the supply circuit power supply since this system is incompatible with our appliances. Unintentional and repeated interruptions to the electric current can cause wear and damage to the electronic boards that will not be covered by the manufacturer's warranty.

Irrespective of the selected Mode, during power cut-off periods, your appliance will display "Priority power cut-off sequence".



## 9 - HELP

<b>Problems encountered</b>	<b>Check to be undertaken</b>
The control unit screen does not turn on.	Check that the switch located behind or on the side of the appliance is in the I position. Check that the appliance is correctly powered.
The radiator does not heat up.	If you have accessed programming, check that the programming is set to COMFORT. Check that the installation's circuit-breakers are triggered or even that the cut-off device (if present) has not cut-off heating. Check the air temperature in the room: if it is higher than the setpoint temperature, then it is normal for the appliance not to heat up.
The radiator heats up continuously.	Check that the appliance is not located in an air current or that the setpoint temperature adjustment has not been increased.
The radiator does not heat up sufficiently.	Increase the Comfort setpoint temperature. If the adjustment is at the maximum, perform the following checks: - Check whether there is another form of heating in the room; - Ensure that your appliance only heats up the room (door closed); - Check the power supply voltage for the appliance; - Check whether the power of your appliance is suitable for the size of your room (we recommend an average of 100 W/m <sup>2</sup> for a ceiling height of 2.50 m or 40 W/m <sup>3</sup> ).
Traces of dirt appear on the wall around the appliance.	The dirt is associated with poor ambient air quality. In this case, we recommend checking that the room is properly ventilated (ventilation, air inlet, etc.) and checking the cleanliness of the air and avoiding smoking inside. This dirt does not constitute grounds for warranty replacement of the appliance.
The heating icon appears on the screen when the radiator is in ECO mode.	This operation is normal. The radiator can heat up to maintain an Eco temperature.
The appliance does not follow the internal programming instructions.	Check that the date and time are set. Check that the appliance is in PROG MODE and that internal programming is selected.
The radiator does not follow the external programming instructions.	Ensure that the programming unit is being used correctly (refer to the unit's operating instructions). Check that the appliance is in PROG MODE and that external control is selected.
The surface of the radiator is very hot.	It is normal for the appliance to be hot when it operates, the maximum surface temperature is limited in accordance with the NF Electricity Performance standard. However, if you feel that your appliance is always too hot, check that the power is suitable for the surface area of your room (we recommend 100 W/m <sup>2</sup> for a ceiling height of 2.50 m or 40 W/m <sup>3</sup> ) and that the appliance is not placed in an air current that could interfere with its adjustment.
A "paired" appliance does not communicate with the other "paired" appliances.	Check that the appliance is correctly paired (refer to the "CONNECTIVITIES" chapter). Delete the entire pairing procedure and restart the procedure. A maximum of 5 appliances can be paired. The maximum range is from 100 to 300 metres in free-field conditions / for 20 m <sup>2</sup> concrete slabs.
The Expert Menu is not accessible.	Have you entered a PIN code? You must enter your code to access the Expert Menu (refer to the Expert chapter).
The appliance does not respond to the	Perform the following checks to check for the correct transmission of the programming instructions:

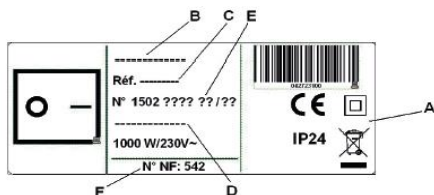
instructions from the pilot wire.	Instructions received	Oscilloscope Ref./ Neutral	Mode obtained
	0 Volt		COMFORT
	230 V 3 s/5 min		COMFORT – 1° C
	230 V 7 s/5 min		COMFORT – 2° C
	230 V		ECO
	- 115 V negative		FROST PROTECTION
	+ 115 V positive		STOP HEATING

Within the context of programming using the pilot wire or a carrier current, the **frost protection** or **power-cut off** instructions have priority.  
The delay for switching from the **Comfort** mode to the **Eco** mode is approximately 12 seconds.

If you have been unable to resolve your problem, contact a professional with the details of the appliance readily available. Record the room temperature and provide details of any programming system you use. You may also need to provide the information included in the Information section of the Expert Menu.

### IDENTIFICATION OF THE APPLIANCE

Before contacting our pre-sales and after-sales department, please note the appliance's reference and serial number. This information is written on the identification plate located on the right-hand side of the appliance.



- A** Standards, quality labels
- B** Commercial name
- C** Commercial code
- D** Manufacturer's reference
- E** Serial No.
- F** Manufacturer's No.

(Non-contractual image)









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