

# HEATSTRIP®



## (X-THHAA) Product Manual



HEATSTRIP® Classic with Remote and App Black  
(X-THHAA)  
[www.heatstrip.com](http://www.heatstrip.com)

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US & CANADA



## IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use . To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 3ft (0.9m) from the front of the heater and keep them away from sides and rear restrictions apply to location dedicated heaters only.)
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing .
5. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel ( or operate internal disconnect switch if provided)
6. A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapours or liquids are used or stored.
7. Use this heater only as described in this Manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.

**“SAVE THESE INSTRUCTIONS”**



## INSTALLATION

1. This equipment shall be installed only by qualified personnel who are familiar with the construction and operation of the apparatus and hazard involved.
2. The heater is fitted with an electrical connection box and should be connected as a fixed installation by a licensed electrical professional in accordance with the relevant electrical code.
3. Within USA, electrical installation shall be made in accordance with the National Electrical code.
4. Within Canada, electrical installation shall be made according to the provisions of section 62 of the Canadian electrical code Part 1.
5. This appliance must be grounded.
6. An over current protection device (or circuit breaker) is required for proper installation. The rating of the device should be 150% of the rating of the product.
7. The heaters are designed for domestic/ commercial heating applications within indoor or outdoor area and should not be used for any other purpose. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
8. Before commencing installation make sure the electrical supply voltage is the same as that shown on the rating plate of the heater.
9. The heater must be mounted at least 6ft (1.8m) above ground level when installed in USA and 8ft (2.4m) above ground level when installed in Canada . For other clearances please refer to the diagram included in these instructions.
10. Do not use heater in areas where gasoline, paint or flammable liquids are used or stored.
11. Do not operate the heater after the heater malfunctions, or has been dropped or damaged in any manner. Return heater to authorised service facility for examination or mechanical adjustment or repair.
12. There are no user serviceable parts inside the heater any servicing other then cleaning of the heater should be performed by an authorised service representative

### **CAUTION:**

High temperature risk of fire, keep electrical cords, drapery, furnishings and other Combustibles At least 3ft (0.9m) from front of heater and away from side and rear of heater.

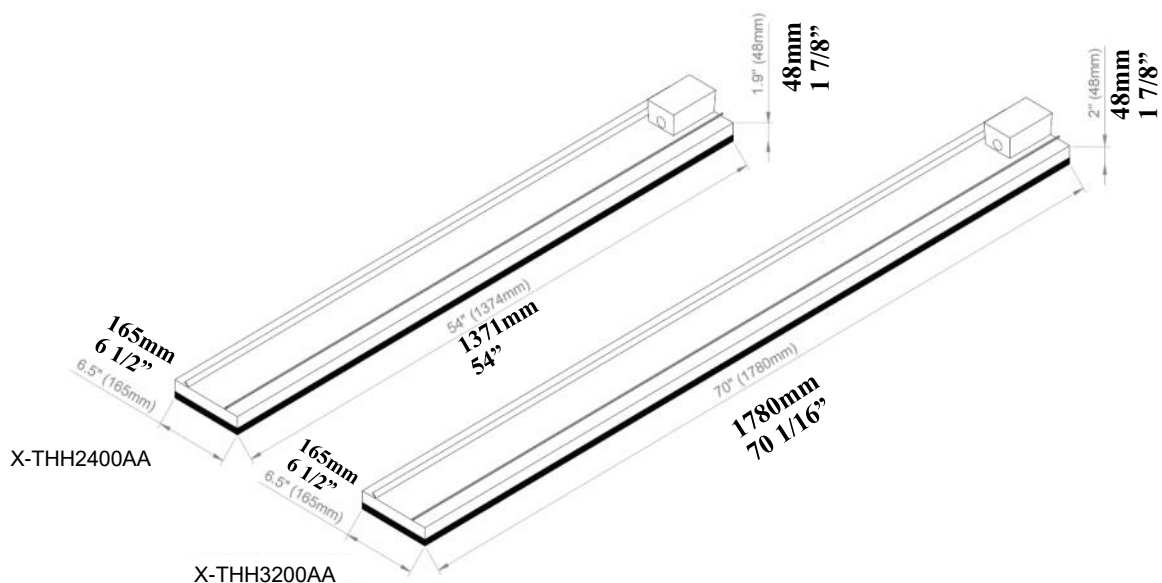
# HEATSTRIP®



## Specifications - US & Canada

| MODEL       | VOLTAGE (V) | POWER (Watts) | CURRENT (Amps) | DIMENSIONS (mm / in)                               | WEIGHT (kg / lb) | CONNECTION | HEATING AREA (m <sup>2</sup> x ft <sup>2</sup> ) |
|-------------|-------------|---------------|----------------|----------------------------------------------------|------------------|------------|--------------------------------------------------|
| X-THH2400AA | 240         | 2400          | 10             | 1371 x 165 x 48mm<br>53 31/32" x 6 1/2" x 1 29/32" | 7kg<br>15lb      | Gang Box   | 4-5m <sup>2</sup><br>43-54ft <sup>2</sup>        |
| X-THH3200AA | 240         | 3200          | 13.3           | 1780 x 165 x 48mm<br>70 1/16" x 6 1/2" x 1 29/32"  | 9kg<br>20lb      | Gang Box   | 5-6m <sup>2</sup><br>54-65ft <sup>2</sup>        |

| MODEL                  |                                                                                                                                                                                                                                                                                                             |         |                 |             |                                 |         |                                                                                                              |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----------------|-------------|---------------------------------|---------|--------------------------------------------------------------------------------------------------------------|
| HEATER TYPE            | Electric radiant overhead heater with high surface area profiled alloy                                                                                                                                                                                                                                      |         |                 |             |                                 |         |                                                                                                              |
| OUTPUT                 | Refer to model code chart above                                                                                                                                                                                                                                                                             |         |                 |             |                                 |         |                                                                                                              |
| POWER                  | 120, 208 or 240 Volts Nominal at 50—60 Hertz, Single Phase                                                                                                                                                                                                                                                  |         |                 |             |                                 |         |                                                                                                              |
| CONNECTION             | ½" NPT connection enclosure                                                                                                                                                                                                                                                                                 |         |                 |             |                                 |         |                                                                                                              |
| APPROVALS              | ETL                                                                                                                                                                                                                                                                                                         |         |                 |             |                                 |         |                                                                                                              |
| MOUNTING HEIGHT        | <table border="0"> <tr> <td>MINIMUM</td> <td>6' 10¼" (2.1 m)</td> </tr> <tr> <td>RECOMMENDED</td> <td>7' 6½" - 98 7/16 (2.3m to 2.5m)</td> </tr> <tr> <td>MAXIMUM</td> <td>106 5/16 (2.7m) For higher ceiling heights, units can be lowered using optional extension pole mounting kits</td> </tr> </table> | MINIMUM | 6' 10¼" (2.1 m) | RECOMMENDED | 7' 6½" - 98 7/16 (2.3m to 2.5m) | MAXIMUM | 106 5/16 (2.7m) For higher ceiling heights, units can be lowered using optional extension pole mounting kits |
| MINIMUM                | 6' 10¼" (2.1 m)                                                                                                                                                                                                                                                                                             |         |                 |             |                                 |         |                                                                                                              |
| RECOMMENDED            | 7' 6½" - 98 7/16 (2.3m to 2.5m)                                                                                                                                                                                                                                                                             |         |                 |             |                                 |         |                                                                                                              |
| MAXIMUM                | 106 5/16 (2.7m) For higher ceiling heights, units can be lowered using optional extension pole mounting kits                                                                                                                                                                                                |         |                 |             |                                 |         |                                                                                                              |
| MOUNTING OPTIONS       | Suitable for ceiling, wall, beam and recess mounting. Also available for extension mount using rigid fixing poles and chain mount bracket.                                                                                                                                                                  |         |                 |             |                                 |         |                                                                                                              |
| PROTECTION RATING      | IP55 Protection from water ingress from all directions                                                                                                                                                                                                                                                      |         |                 |             |                                 |         |                                                                                                              |
| COUNTRY OF MANUFACTURE | China                                                                                                                                                                                                                                                                                                       |         |                 |             |                                 |         |                                                                                                              |





## Spot heating principle

In most outdoor or difficult-to-heat indoor applications, there are 2 options when looking at the size and quantity of the heaters required.

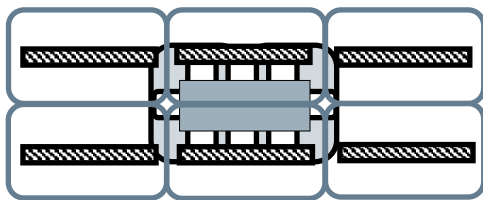
Option 1 is to comfort heat the entire area based on the total dimensions of the space, regardless of whether the entire area is being fully occupied.

Option 2 is to spot heat the high use areas, such as over outdoor tables, BBQ's, lounges, assembly lines or indoor workstations.

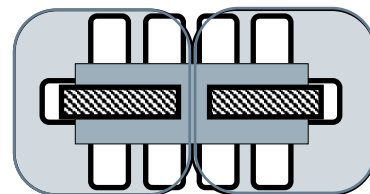
Often it is more practical and efficient to spot heat high use areas. Spot heating will reduce both the initial capital cost as well as the ongoing running costs. Spot heating will allow the area to be "zoned", meaning only the areas that are being used are heated, such as tables in a restaurant or outdoor alfresco area.

Option 1 and 2 show a comparison between heating an entire area or spot heating over a table.

The bottom layout shows the flexibility of using HEATSTRIP® to provide a comfortable environment, even when the layout of the area is very unusual.

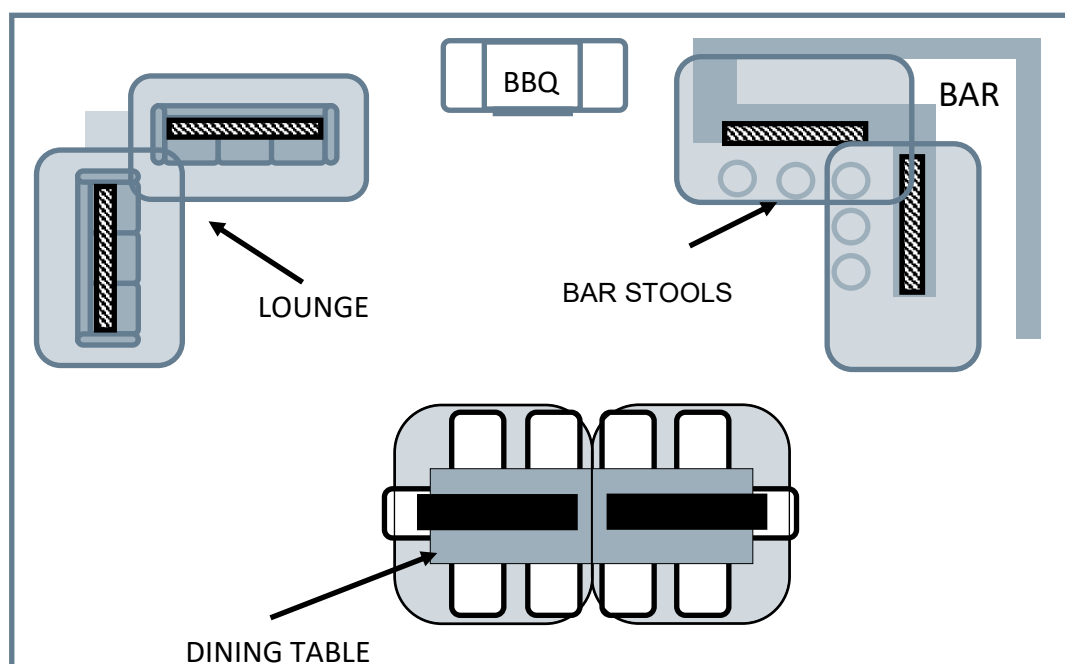


Option 1: 6 x X-THH2400AA



Option 2: 2 x X-THH3200AA

## Proposed Outdoor Area layout





## Radiant footprint

HEATSTRIP® electric heaters produce radiant heat which heats objects rather than the air. Therefore, it is imperative that objects to be heated (ie. people), are within the direct radiant footprint of the heater.

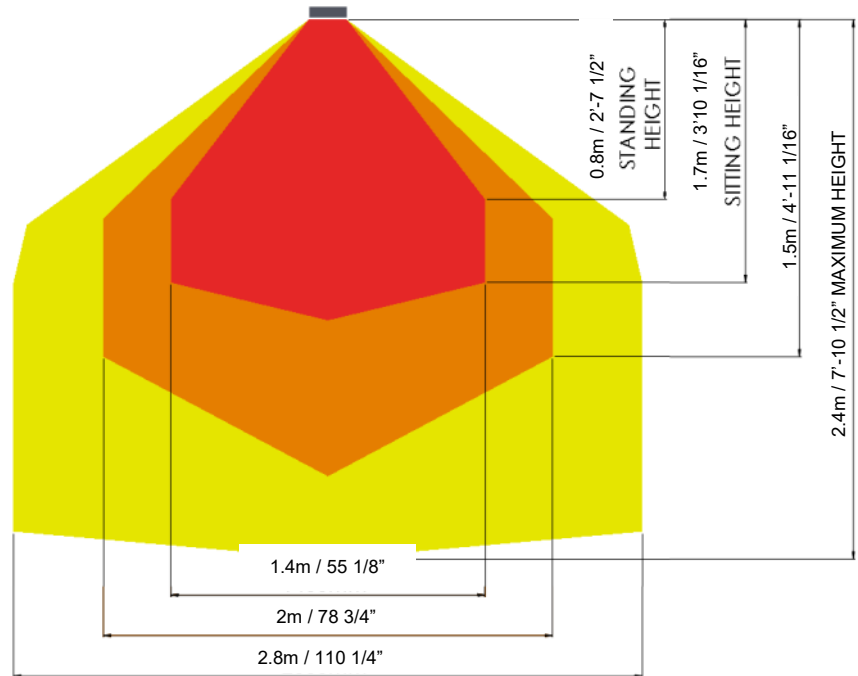
The diagram to the left shows the radiant footprint of HEATSTRIP® Classic with Remote and App control, and is an approximate guide based on a fully enclosed outdoor environment.

This diagram shows that the maximum heat output is found directly under the heater, and the temperature decreases as you move away from the heater.

It highlights the importance of maintaining recommended mounting heights, and if possible, positioning the heater directly above the area to be heated.

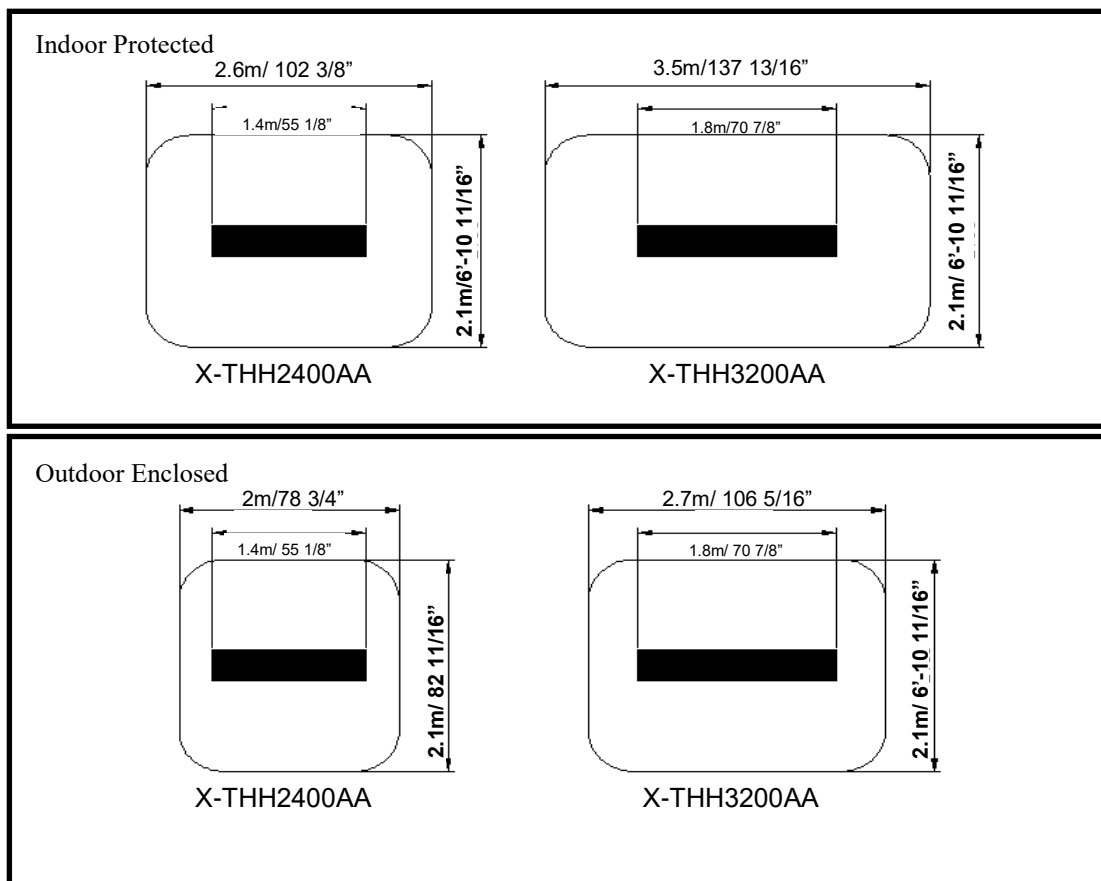
Note that the temperature is the same for the 2 models, regardless of the wattage.

However, as the size increases and the length of the unit increases, the radiant footprint will be longer.



The below diagrams show the approximate heating area for each model, based on both an indoor and outdoor enclosed environment, with direct overhead mounting.

The radiant footprint is reduced in angled, wall mounted installations.





## Selection guide

General recommendations for **HEATSTRIP® Classic with Remote and App Black (X-THHAA)**:

- Ideal mounting height: 2.3m to 2.5m (7' 6 1/2" to 98 7/16" & Maximum is 2.7m / 106 5/16" ) in a fully protected/enclosed outdoor environment.
- Ideal mounting location: ceiling mounted, directly above area to be heated (eg. above a table)
- Based on the radiant footprint of the previous page, for a protected outdoor area, a minimum of 500W/m<sup>2</sup> (46W/ft<sup>2</sup>) is required. For indoor spot heating, a minimum heating capacity of 400W/m<sup>2</sup> (37W/ft<sup>2</sup>) is recommended.

The table below outlines the coverage of each **HEATSTRIP® Classic with Remote and App Black** model based on 3 different scenarios with direct overhead mounting. For example, for an outdoor area that is protected from prevailing winds by walls, café blinds etc, For angled wall mounting applications, the coverage is reduced by up to 40%.

| MODEL       | INDOOR PROTECTED (m <sup>2</sup> /ft <sup>2</sup> ) | OUTDOOR ENCLOSED (m <sup>2</sup> /ft <sup>2</sup> ) | OUTDOOR EXPOSED (m <sup>2</sup> /ft <sup>2</sup> ) |
|-------------|-----------------------------------------------------|-----------------------------------------------------|----------------------------------------------------|
| X-THH2400AA | 6m <sup>2</sup> / 65ft <sup>2</sup>                 | 4.8m <sup>2</sup> / 52ft <sup>2</sup>               | 4m <sup>2</sup> / 43.06ft <sup>2</sup>             |
| X-THH3200AA | 8m <sup>2</sup> / 86ft <sup>2</sup>                 | 6.4m <sup>2</sup> / 69ft <sup>2</sup>               | 5.3m <sup>2</sup> / 57.05ft <sup>2</sup>           |

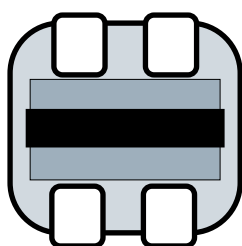




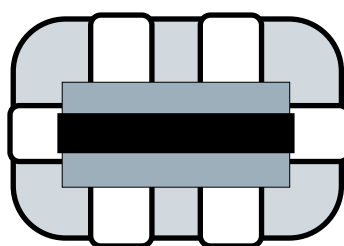
## Table layout

For the majority of outdoor applications, the most effective method is to spot heat a table or similar area. The diagrams below provide an easy selection guide for the approximate model and quantity of heaters required to heat common residential table settings.

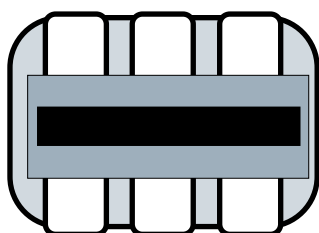
Selections are based on HEATSTRIP® Classic with remote + app black being mounted at 8ft from the floor in a fully enclosed undercover outdoor area.



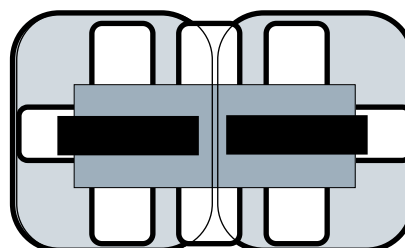
1 x X-THH2400AA



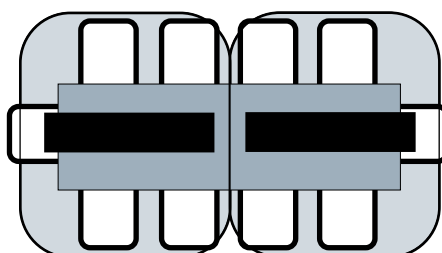
1 x X-THH3200AA



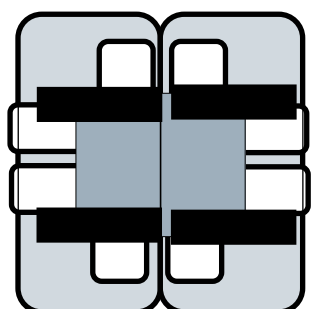
1 x X-THH3200AA



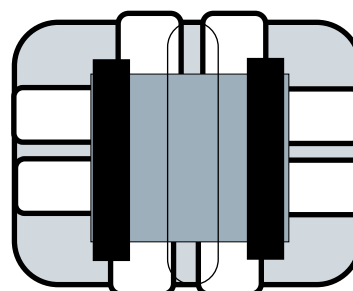
2 x X-THH2400AA



2 x X-THH2400AA



4 x X-THH2400AA



2 x X-THH3200AA



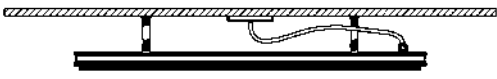

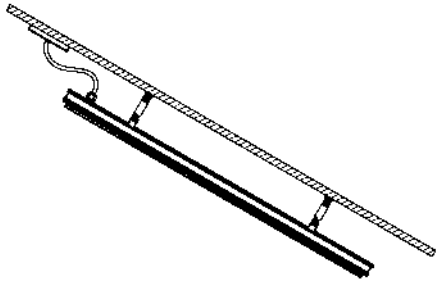
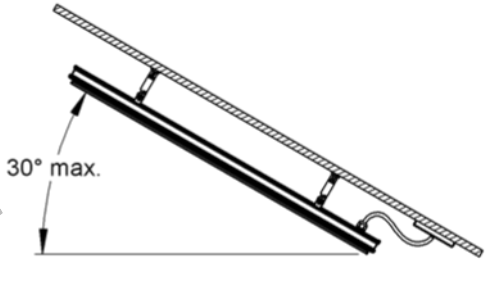
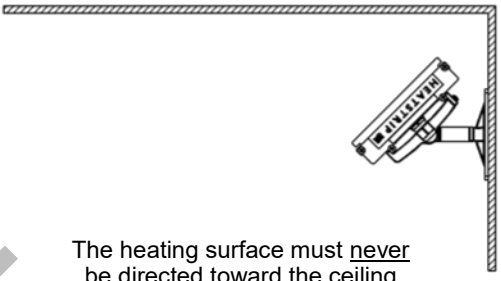
## Installation Requirements

The ideal mounting position for the HEATSTRIP® Classic with Remote and App control Black (X-THHAA) is on the ceiling directly above the area to be heated. If this is not possible, HEATSTRIP® can be mounted on a wall and angled downwards. In this situation, ensure the mounting height is in the range of 2.1m / 6'-10 11/16" to 2.7m / 8'-10 5/16" and the table is within 2.5m / 8'-2 7/16" of the wall.

For mounting heights more than 2.7m / 8'-10 5/16", we recommend the use of the optional accessories to reduce the height of the heater to 2.3m / 7'-6 9/16" — 2.5m / 8'-2 7/16". This will increase the effectiveness of your HEATSTRIP®. Refer to the Mounting Accessory section for more information.

Electrical connections/GPO's should not be located at the back of the heater. They should be located outside the physical footprint of the units to minimize heat build-up behind the units.

If the heater is to be mounted on an incline (e.g. vaulted ceiling), ensure the electrical connection is located at the lowest point of the heater.

| Incorrect Installation                                                                                                                                                                                                               | Correct Installation                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p data-bbox="175 1142 255 1220">✘</p>                                                                                                           |  <p data-bbox="829 1142 909 1220">✔</p>                                                |
|  <p data-bbox="175 1512 255 1590">✘</p>                                                                                                           |  <p data-bbox="933 1444 1029 1478">30° max.</p> <p data-bbox="829 1512 909 1590">✔</p> |
|  <p data-bbox="175 1915 255 1993">✘</p> <p data-bbox="311 1915 654 1971">The heating surface must <u>never</u> be directed toward the ceiling</p> |                                                                                                                                                                            |

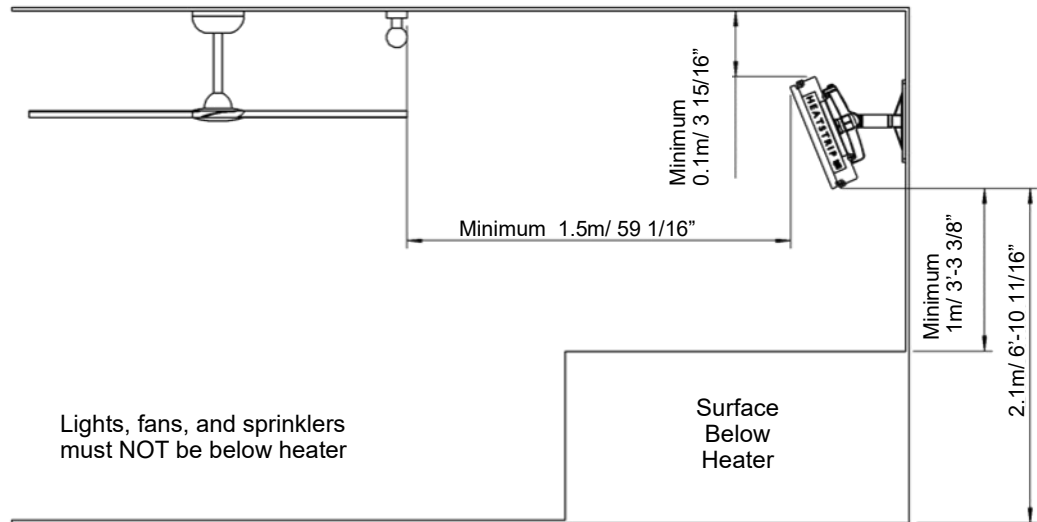
# HEATSTRIP<sup>®</sup>



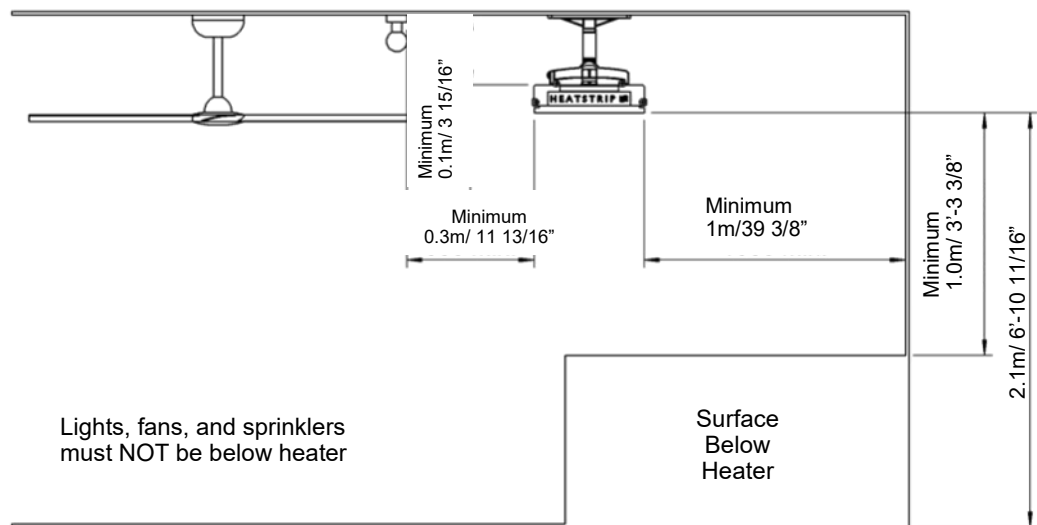
**Installation location** — the diagrams below provide the minimum recommended clearances in mm.

**WARNING:** This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

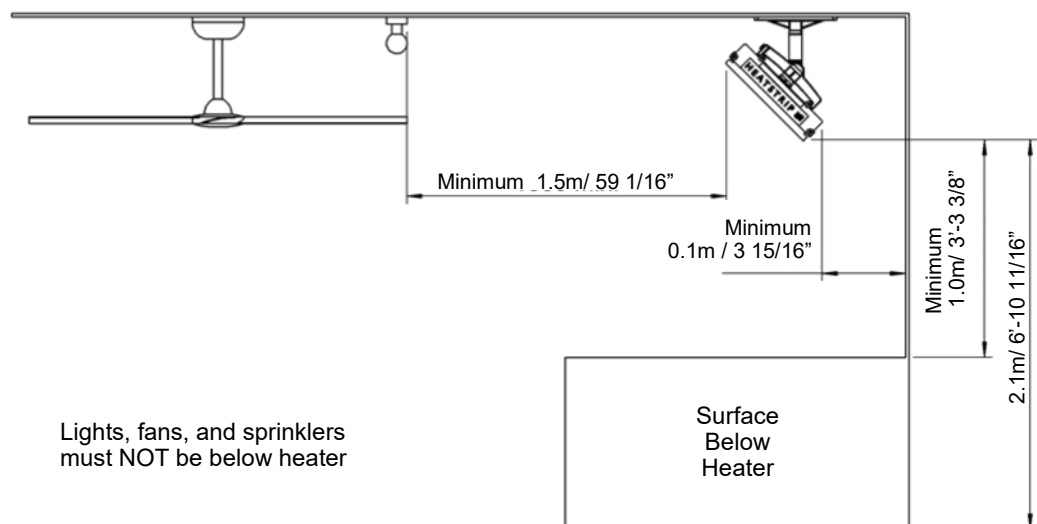
## Angled Wall Installation



## Ceiling Installation



## Angled Ceiling Installation

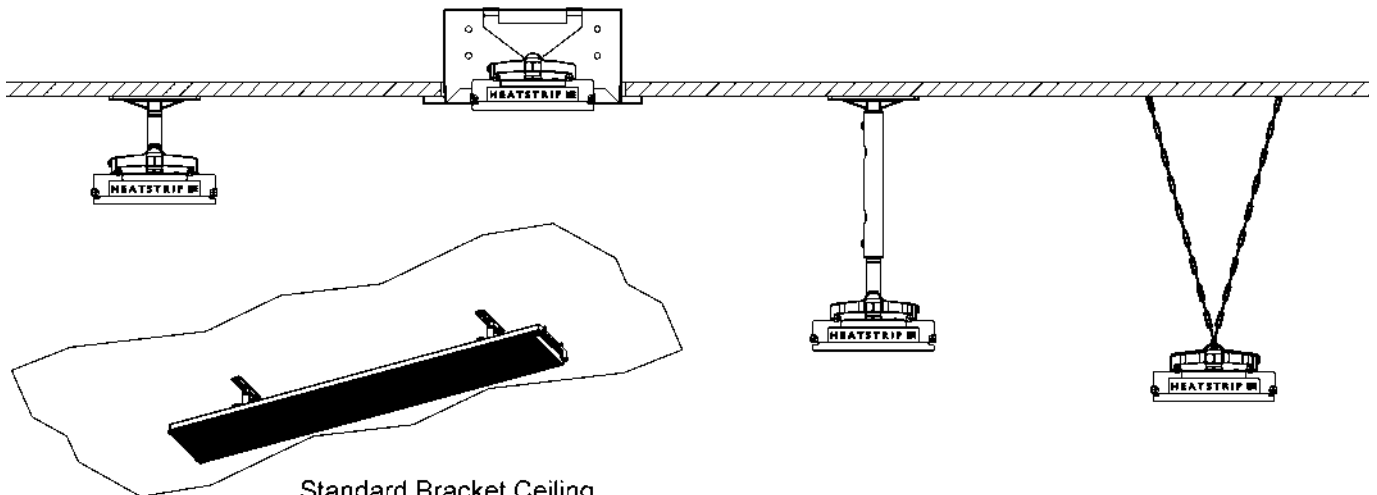




## Mounting options

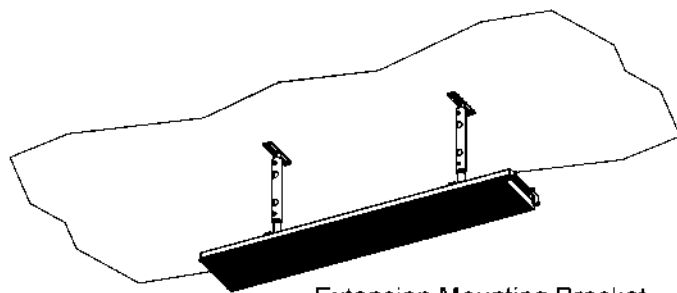
Installing the HEATSTRIP® Classic with Remote and App Black (X-THHAA) is simple and easy using the standard mounting brackets supplied. For other irregular locations there are range of mounting options available - refer to diagrams below

The HEATSTRIP® Classic with Remote and App Black (X-THHAA) can be mounted directly to the ceiling, angled downwards on a wall, fitted flush with the ceiling, suspended on chains or poles, attached to beams or poles. Refer to the following pages for more detailed information on each mounting option.

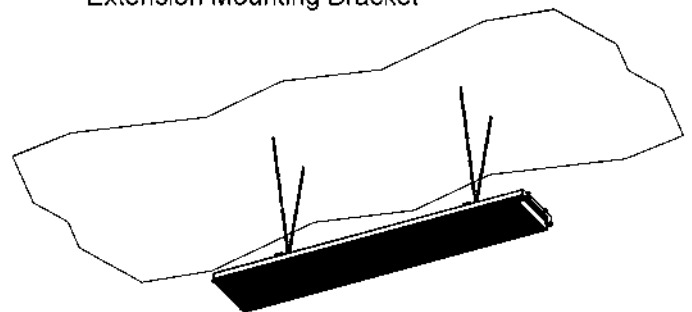


Standard Bracket Ceiling

Flush Mount Enclosure



Extension Mounting Bracket



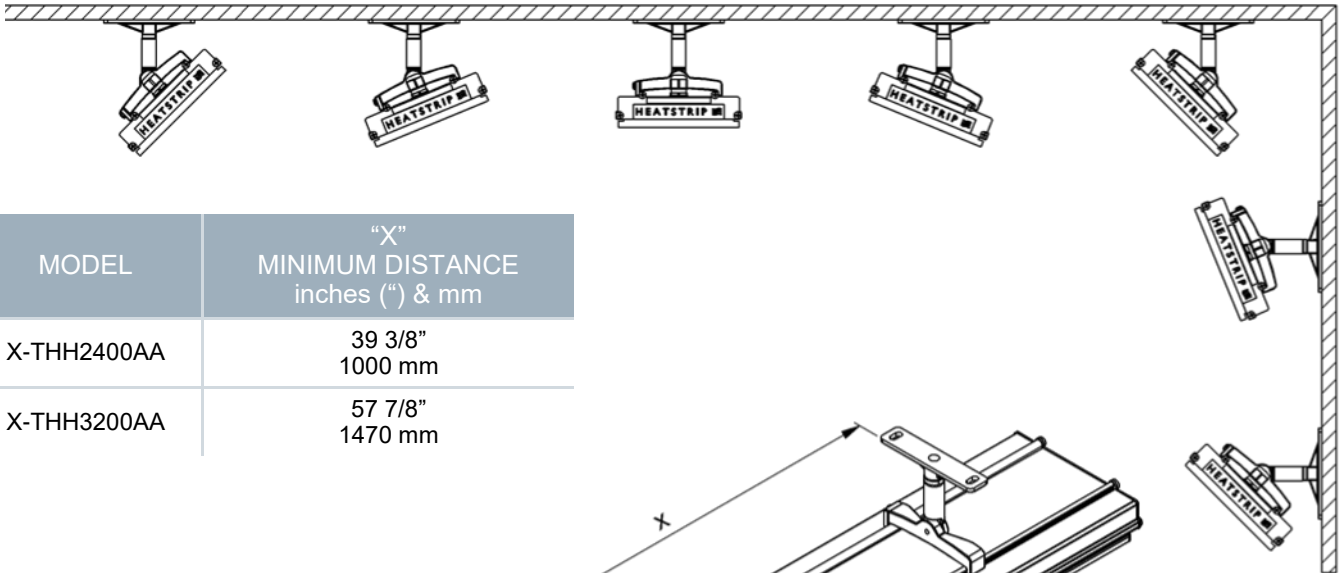
Chain / Wire Mounting

# HEATSTRIP®

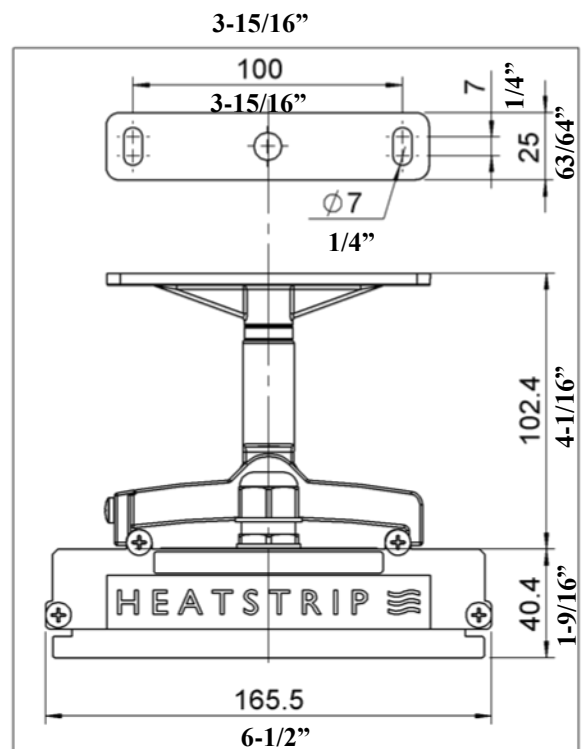
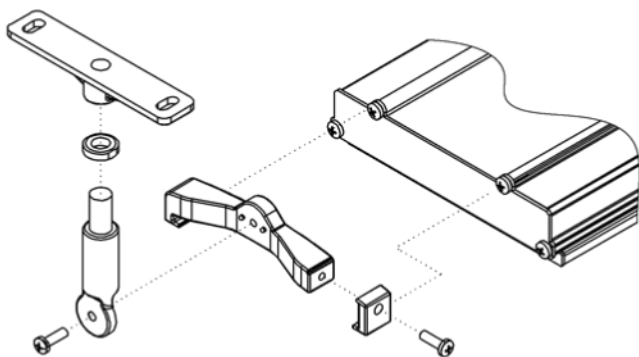
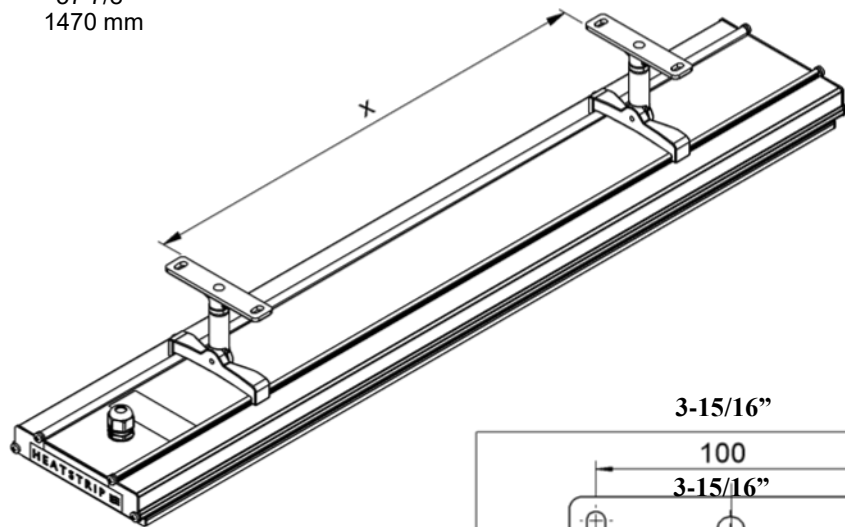


## Standard mounting brackets

The HEATSTRIP® Classic comes with a pair of standard mounting brackets. These adjustable brackets allow direct ceiling or wall mount, and come with preset angle options of parallel, 22.5° and 45°.



| MODEL       | "X"<br>MINIMUM DISTANCE<br>inches (") & mm |
|-------------|--------------------------------------------|
| X-THH2400AA | 39 3/8"<br>1000 mm                         |
| X-THH3200AA | 57 7/8"<br>1470 mm                         |



| PART No    | PACKAGED DIMENSIONS (mm/inch)                   | WEIGHT (lbs) | MATERIAL |
|------------|-------------------------------------------------|--------------|----------|
| ZBRAK-113B | 125 x 150 x 40mm<br>4-15/16" x 5-7/8" x 1-9/16" | 0.44         | ALLOY    |

# HEATSTRIP®

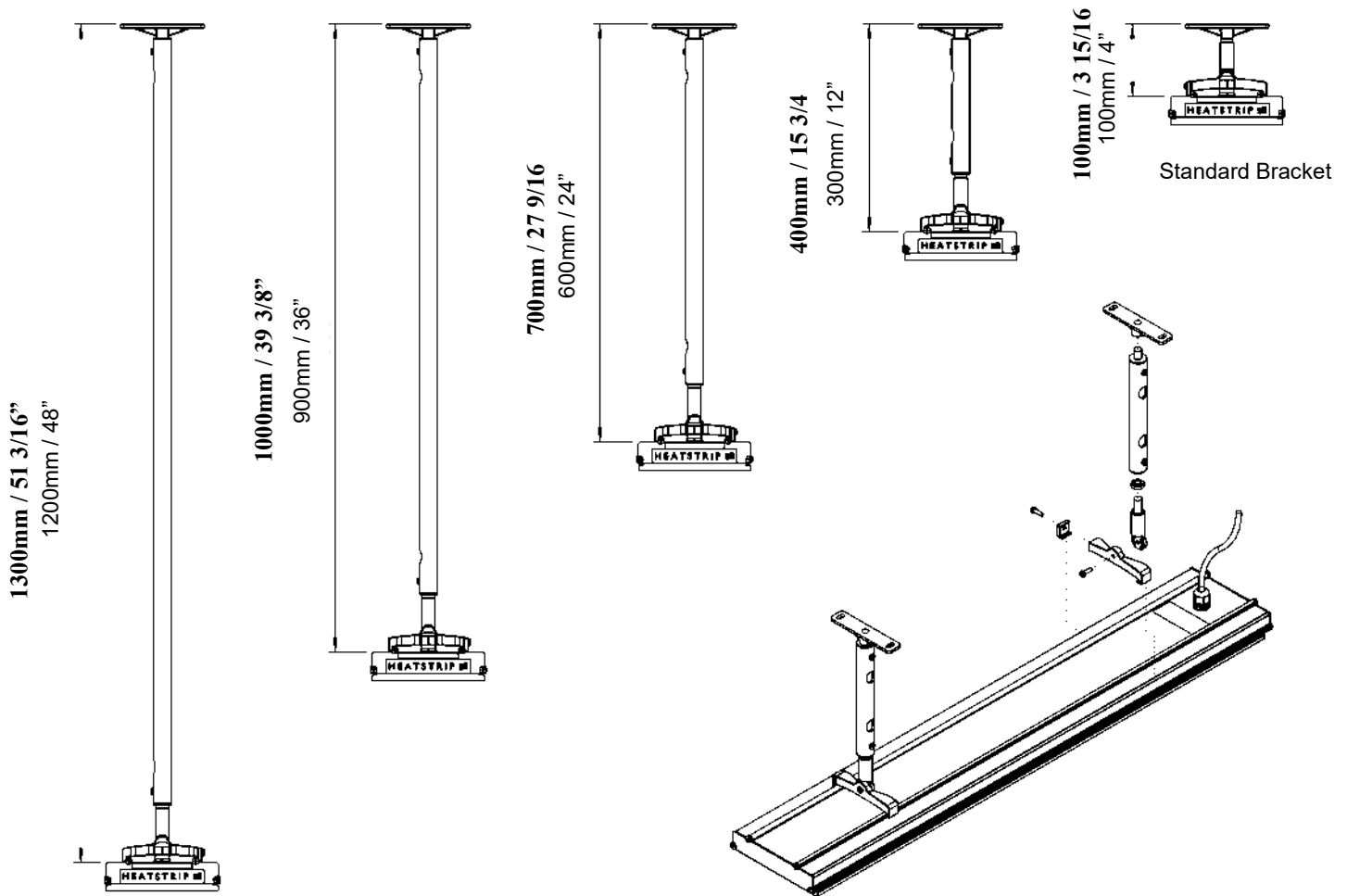


## Extension Mount Bracket

The Extension Mount bracket allows HEATSTRIP® Classic with Remote and app black units to be lowered from high ceilings using rigid connections. The brackets are designed to be used with 20mm x 20mm x 1mm tube (SHS), and can be supplied as brackets only for customising the length of the drop on site, or supplied as a complete kit with brackets, pre-cut poles and connections. The standard length options as part of the kit are (standard mounting bracket) 100mm (3 15/16"), 300mm (11 13/16"), 600mm (23 5/8"), 900mm (35 7/16") and 1200mm (47 1/4").

The extension mount brackets utilise components from the standard bracket kit which is supplied with each heater.

\*screws to ceiling are not included



| PART No   | PACKAGED DIMENSIONS (mm)                         | WEIGHT (lbs)       | MATERIALS | NOTES                                                   |
|-----------|--------------------------------------------------|--------------------|-----------|---------------------------------------------------------|
| THYAC-047 | 11 13/16" x 13/16" x 13/16"<br>(300 x 20 x 20mm) | 5 lbs<br>(2 kgs)   | ALLOY     | Kit includes 2 x 12" (300mm / 11 13/16") extension pole |
| THYAC-048 | 23 5/8" x 13/16" x 13/16"<br>(600 x 20 x 20mm)   | 5 lbs<br>(2 kgs)   | ALLOY     | Kit includes 2 x 24" (600mm / 23 5/8") extension pole   |
| THYAC-049 | 35 7/16" x 13/16" x 13/16"<br>(900 x 20 x 20mm)  | 6 lbs<br>(2.5 kgs) | ALLOY     | Kit includes 2 x 36" (900mm / 35 7/16") extension pole  |
| THYAC-050 | 47 1/4" x 13/16" x 13/16"<br>(1200 x 20 x 20mm)  | 7 lbs<br>(3 kgs)   | ALLOY     | Kit includes 2 x 48" (1200mm / 47 1/4") extension pole  |



## Flush mount enclosure

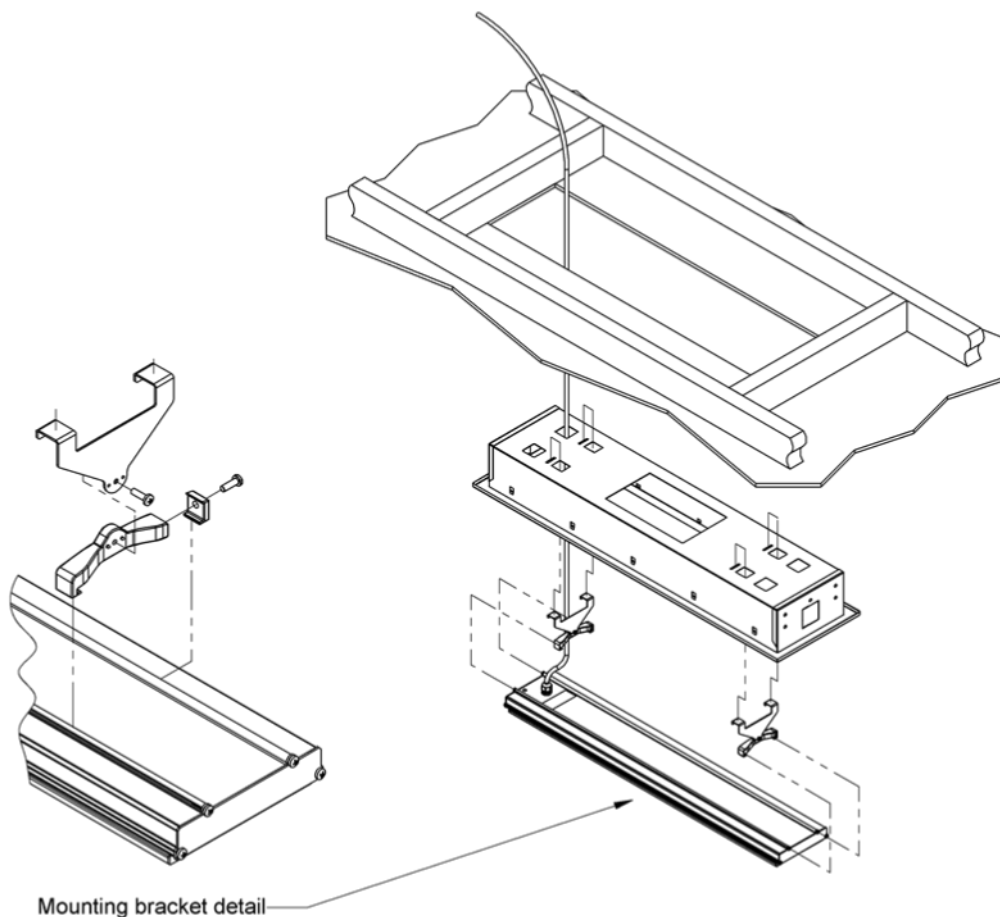
The Flush Mount Enclosure is an ideal way to neatly install the HEATSTRIP® into a ceiling. They are available for all HEATSTRIP® Classic models, and are supplied as a one-piece unit suitable for mounting individual heaters. Flush mounting can be used with plaster or timber lined ceiling materials.

An ideal mounting height is 2.3m-2.5m (7'-6 9/16" - 8'-2 7/16"), with a maximum ceiling height of 2.7m / 8'-10 5/16" in an outdoor enclosed environment. Maximum mounting heights should be strictly followed, otherwise the performance of the units may be reduced.

The fascia of the enclosure is manufactured from 316 Stainless Steel and the rear casing is black zinc coated steel.

Please refer to the Flush Mount Enclosure Installation Manual for more detailed installation information.

| SUITABLE FOR MODELS | PART No   | HOLE CUTOUT DIMENSIONS (mm / inches) | OVERALL DIMENSIONS (mm/inches)                          | WEIGHT (kg/lbs) |
|---------------------|-----------|--------------------------------------|---------------------------------------------------------|-----------------|
| X-THH2400AA         | THHAC-013 | 1420 x 230mm<br>55 7/8" x 9 1/16"    | 1470 x 280 x 125mm<br>57 7/8" x 11 1/32" x<br>4 15/16"  | 8kg / 17lbs     |
| X-THH3200AA         | THHAC-014 | 1830 x 230mm<br>72 1/16" x 9 1/16"   | 1880 x 280 x 125mm<br>74 1/64" x 11 1/32" x<br>4 15/16" | 9kg / 19 lbs    |





## Remote Control Operation

### Receiver

- Receiver is located on the heater.

### Signal Transmitter

- To use the remote controller, aim the transmitter to the heater. A line of sight transmission is required for the unit to function.
- The controller does not have a protection rating. The controller must be kept away from wet applications.
- The remote will function at distances of over 8m when used in a straight line. This distance reduces when used at an angle.

### Temperature Control Button 3 Heat Levels

- Press (+) to increase the heating level from L1 - L3
- Press (-) to decrease the heating level.

### Power On / Off

- Turn on / Turn Off

### Heat

- When the display is in the timer function—press the heat button to revert back to Temperature control
- Once L1 is displayed, Temperature control is activated

### Time Function

- Press time function to activate 0 - 24 countdown timer
- Press the + / - button to chose 1 - 24 hour countdown timer

### Battery

- AAA Battery required for operation.



| REMOTE FUNCTIONS |                                |
|------------------|--------------------------------|
| Time             | 24H Countdown Timer Function   |
| Heat             | Heating Control Function       |
| OFF              | Unit Off / On                  |
| +                | Increase Heat / Timer Function |
| -                | Decrease Heat / Timer Function |

# HEATSTRIP<sup>®</sup>



## X-THHAA Setup Instructions

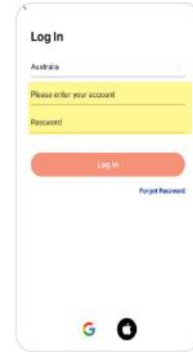
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Visit the Apple App store or Google Play and download TuyaSmart App



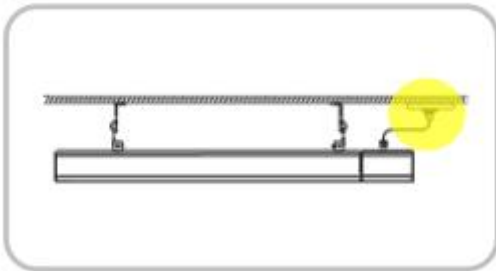
2

Register and login into TuyaSmart App. (Make sure Wi-Fi is enabled)



3

Connect the HEATSTRIP Heater to Power. (Either Plug-In or Hard-wired)



4

Once the power is switched on, hold the + button on the remote until the LED screen is blinking CC.



5

Open the App and select "Add Device"



6

Select Device Type "Small Appliances".



7

Select "Heater"



8

Select "Next" (Wi-Fi must be connected).

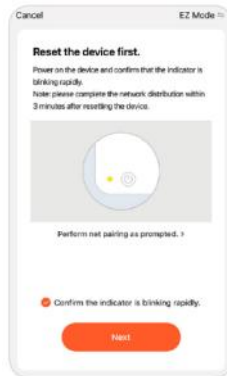




## X-THHAA Setup Instructions

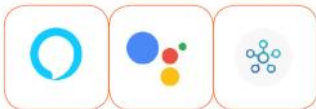
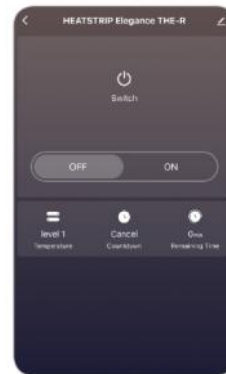
9

Confirm the 3 indicator is blinking rapidly on the heater and select "Next" (If the LED lights are not blinking on the heater, you will need to hold down the + button on the remote until the 3 indicators are blinking).



10

Once the pairing cycle has been completed, the App and HEATSTRIP Heater should be paired together.

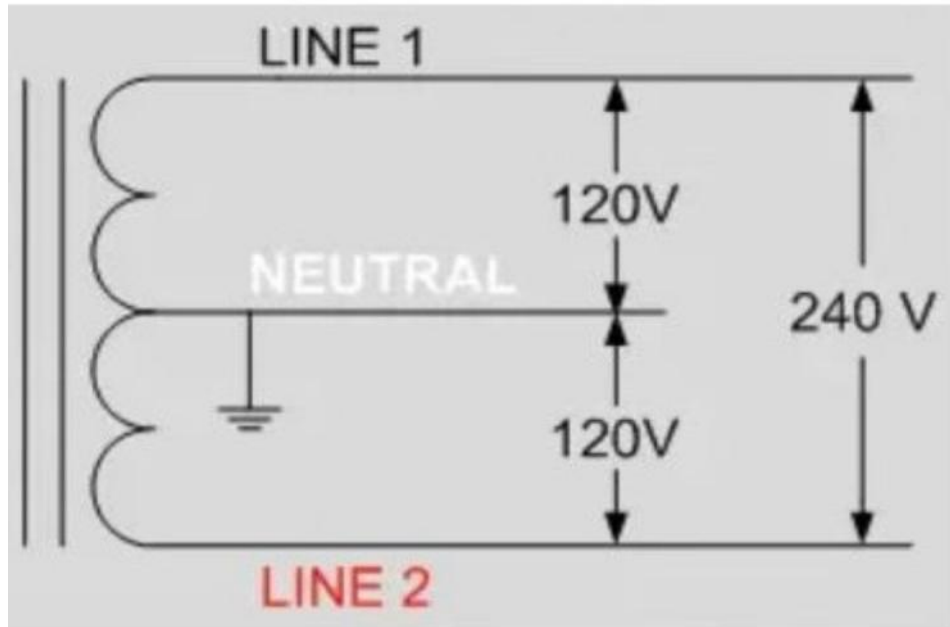


## Pairing with Google Assistant

1. Download the Google Home app on the app store or Google play
2. Pair the Google device to the Google Home App
3. Once paired, click on the Tuya Smart App
4. Select "Me"
5. Select "Google Assistant"
6. Select "Link with Google Assistant"
7. Select "Agree and link"
8. Choose device "Select HEATSTRIP Intense with Remote & App"
9. Pairing completed



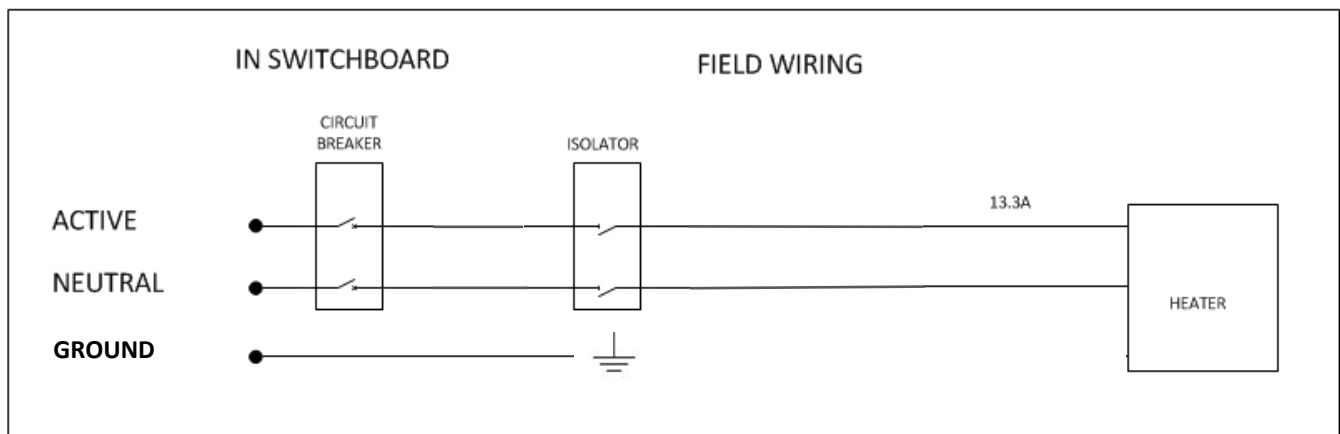
## Wiring Schematic



The entry line in North America is a single-phase three wire system, with 120V between L and N and 240V between L1 and L2.

Run another circuit with 2 live wires ( to use 240VAC) + Ground wire.

- Live 1 connect to L
- Live 2 connect to N ( mark label L2 on N terminal). Don't connect Neutral wire to N terminal,
- Ground wire connects to G



# HEATSTRIP<sup>®</sup>



## Safety

HEATSTRIP<sup>®</sup> Classic with Remote and App black control has an IP rating of 55. This means it is safe for water ingress from all directions. The HEATSTRIP<sup>®</sup> can be safely lightly sprayed down.

HEATSTRIP<sup>®</sup> has undergone extensive testing both in laboratory conditions, in field trials in Australia and overseas. It is this testing that gives the purchaser the confidence of a high quality product.

Independent laboratory testing has confirmed Thermofilm's full compliance with Australian and other International Standards including CE, AS/ANZ, UL/CSA, ETL

The heater comes in 2400W and 3200W versions. In all events the fixed wiring must be installed by a licensed electrician in accordance with the relevant wiring regulations.

In operation, this heater is VERY HOT— do not touch any part of the heater while it is turned on. Do not touch any part until 30 minutes after it is turned off.

This appliance is not intended for use by persons (including children) with reduced physical, sensory or intellectual 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. Children should be supervised to ensure they do not play with the appliance.

Do not allow any cables, furnishings, flammable materials or other items come in contact with any surface of the heater.

If installed in wet areas, the heater switches or controls must be located so that they cannot be touched by persons in the bath or shower.

The heater needs to be installed as per the installation instructions paying special attention to the minimum clearances. The heater needs to be mounted on a rigid bracket or fixing.

The heater must not be mounted immediately below or in front of a socket outlet.

In case of a heater fault or damaged supply lead, the appliance should be returned to the point of purchase for return to Thermofilm for repair.

## Maintenance

The HEATSTRIP<sup>®</sup> Classic with Remote and App Black (X-THHAA) is made from durable materials, however regular care and maintenance of your heater will help prolong the life of the heater.

It is recommended that you lightly spray the heater with water and with a soft cloth gently wipe the surfaces of the heater with a mild detergent to remove the built up contaminants from the environment. Then rinse all detergent off the heater. All chemicals in the atmosphere including cigarette smoke, pollution etc. will tarnish the surface of the heater. In this case, additional cleaning and maintenance may be required. Carrying out the cleaning process at least every three months will reduce the amount of build up and keep the Heatstrip in good condition. If the heater is in a corrosive environment eg. salt spray, we recommend that you clean your heater with a light spray of fresh water every week. After cleaning, turn the heater on for 20 minutes to dry any water residue and prevent water staining.

Before cleaning or inspection activity, the heater must be switched off and cooled down completely.

Do not use any abrasive materials or products to clean the heater, this includes solvents, citrus based cleaners or other harsh cleaning products.

When handling the heater, ensure that your hands are clean or that you use clean gloves as grease or dirt can mark the surface of the heater.

Do not use high pressure water to clean heaters, light water spray only.

# HEATSTRIP<sup>®</sup>



| SYMPTOM                                     | REASON                                                                              | CHECK END USER                                           | CHECK TECHNICIAN                                                                               | FIX                                                                                                                                                                                  |
|---------------------------------------------|-------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Freight damage                              | Damaged during transport                                                            | Inspect units for damage                                 | Take photos of packaging and unit and return to factory                                        | Return to factory for repair/ replacement                                                                                                                                            |
| Missing brackets                            | Parts missing from box                                                              |                                                          |                                                                                                | Contact factory for replacement brackets                                                                                                                                             |
| Not heating                                 | No power to unit or unit has short circuited                                        | Check that there is power to the unit                    | Check the resistance across the active and neutral terminals                                   | Return to factory for repair/ replacement                                                                                                                                            |
|                                             | Cable is damaged                                                                    | Inspect cable for cuts, scratches, nicks etc.            |                                                                                                | Return to factory for repair/ replacement                                                                                                                                            |
| Not hot enough                              | Not enough power to the unit                                                        |                                                          | Electrician to check there is sufficient voltage and current to the unit                       | Wire correctly with correct current                                                                                                                                                  |
|                                             | Did not wait for the unit to warm up                                                | Wait 15 minutes for the temperature to reach its maximum |                                                                                                | Normal Operation                                                                                                                                                                     |
|                                             | Multiple units are connected in series not in parallel and not getting enough power |                                                          | Check the circuit that each one has been wired separately with the correct voltage and current | Wire correctly with correct current                                                                                                                                                  |
| Take too long to heat up                    | Insufficient power to the unit                                                      |                                                          | Check the voltage and current to the units                                                     | Increase power                                                                                                                                                                       |
| Discolouration/face of the unit is browning | Heater is over heating                                                              |                                                          | Check that the power supplied matches the rated power on the compliance plate                  | Replace heater with correctly rated heater                                                                                                                                           |
|                                             | Environmental factors                                                               |                                                          |                                                                                                | Clean heater according to the Cleaning and Maintenance instructions                                                                                                                  |
|                                             | This is normal wear for the heater.                                                 |                                                          |                                                                                                | Paint the face of the unit using a 700 degree high temperate engine black paint. Available from automotive stores. We can not send these out as aerosols can not be sent in the post |



## Warranty Terms & Conditions

The below Warranty Terms and Conditions apply for **International Customers**.

Heatstrip warrants to the original owner that HEATSTRIP<sup>®</sup> Classic with Remote and App Black (X-THHAA) products will be free from defects in materials and workmanship for a period of 3 years for residential and 2 years commercial from the date of purchase in accordance with the following warranty terms and conditions.

Provision of this warranty is subject to:

- The HEATSTRIP<sup>®</sup> product must be installed in accordance with the Installation Instructions and relevant electrical standards and codes.
- The HEATSTRIP<sup>®</sup> product must be maintained and cleaned according to instructions detailed in the Installation Manual.
- There is no warranty expressed or implied with regard to capacity requirements. The selection of the unit or units depends entirely upon the system design and capacities as determined by the purchaser.
- The customer has not repaired, opened or altered the product in any unauthorised manner.
- This warranty excludes damage to the product or components arising from circumstances outside the control of Heatstrip, including, but not limited to, where the product is not used for intended purpose; where the product has been rectified in any way; incorrect installation; incorrect power supply; damaged caused during delivery; misapplication, misuse, abuse, vandalism, lack of maintenance or accident.
- Heatstrip's obligations under this warranty are limited to repair or replacement at Heatstrip's factory of any components of the product which Heatstrip identifies to its satisfaction to be defective.
- Transportation charges involved in return of the product to the Heatstrip factory (or any other location authorised in writing by Heatstrip) is the sole responsibility of the customer.
- All products are inspected and tested before despatch and are at the risk of the purchaser after the shipment from the Heatstrip factory, if not delivered by Heatstrip to destination.
- Discolouration of the surface may occur after a period of time, this does not constitute a warrantable event.
- Twisting and bending of the heaters may occur, this does not constitute a warrantable event.
- No products or components will be supplied in advance of an examination of the faulty product or components by Heatstrip or an authorized representative of Heatstrip.
- Heatstrip does not participate in any site related costs or labour expenses incidental to replacement of parts, repairing, removing, installing, servicing, transportation or handling of parts to complete products, and assumes no liability on parts repaired or replaced without written authorisation. Thermofilm shall not be liable for any default or delay in performance of its warranty obligations caused by any circumstances beyond its control, including, but not limited to, judicial or government restrictions, strikes, fires, floods, abnormal weather conditions, delayed supply of components.

Should products be determined as damaged on arrival, immediately notify the transport company of the condition and have them noted on the freight documents. If damage is discovered after unpacking, demand immediate inspection by the transportation company and insist that a record of the damage is made on the freight documentation.

The customer warrants using the product in accordance with:

- Any instructions provided to it by Heatstrip from time to time.
- All government and local regulations, including but not limited to all relevant electrical, environmental laws and regulations governing the installation, storage, use, handling and maintenance of the goods.
- All necessary and appropriate precautions and safety measures relating to the installation, storage, use, handling and maintenance of goods.

All warranty requests for repairs or replacements must be accompanied by a complete "Warranty Claim Form" available from Heatstrip, together with proof of purchase (and where possible, photos of the installation) and the heater returned to the place of purchase.

In the event of a warranty claim, the goods need to be returned to the distributor/retailer for repair/replacement.

**Website:** [Heatstrip.com](http://Heatstrip.com)

**Address:** 1600 Riverfork Drive East,  
Huntington, IN 46750

**Phone:** 720-470-7930

**Email:** [brand-architect@heatstrip.com](mailto:brand-architect@heatstrip.com)