

# **RAD**tec

The Source for Outdoor Heating

**Instruction Manual**  
**Wall Mounted Infrared Heater**  
**Model: TW-30R**



- Thank you for purchasing your new heater.
- These operating instructions will help you use it properly and safely.
- We recommend that you spend some time reading this instruction manual in order for you to fully understand all of the operational features it offers.
- Read all the safety instructions carefully before use and keep this instruction manual for future reference.

## Safety warnings

READ ALL INSTRUCTIONS BEFORE ATTEMPTING TO OPERATE THIS UNIT. KEEP THE ASSEMBLY INSTRUCTIONS FOR FUTURE REFERENCE.

- Read all instructions before using this unit.
- Do not leave this unit unattended when in use.
- This heater will get hot when in use. Do not touch hot surfaces.
- Caution: Some parts of this product can become very hot and cause burns. Particular attention has to be given when children and vulnerable people are present.
- Do not move the unit when in use. Wait until the heater is completely cool before moving and check that it has been unplugged from the power supply.
- Position the unit at least 39in away from highly combustible materials such as furniture, trees, leaves, dry grass and bushes.
- The heater must be a minimum of 70in from the ground and 20in from the ceiling of a building or overhanging items.
- The heater must not face with the heating element pointing upwards towards a ceiling. The heater element must be facing the area it is intended to heat.
- Warning: In order to avoid overheating do not cover the heater.
- Keep children and pets at a safe distance from the unit.
- This appliance cannot be used by children or persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
- Children should not play with the appliance. Cleaning and user maintenance should not be made by children without supervision.
- Do not operate the heater if there are any signs of damage or malfunction.
- Do not attempt to repair or adjust any electrical or mechanical functions on this unit. The unit does not contain any user serviceable parts. Only a qualified electrician should perform servicing or repairs. Attempting to repair the unit yourself will void your warranty.
- If the power cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- Do not handle the element with bare hands.
- Do not replace or attempt to replace the element in this product.
- This product is suitable for indoor and outdoor use. Do not use this heater in the immediate surroundings of a bath, shower or swimming pool.
- This product must not be left outdoors exposed to the elements for long periods of time.
- Do not touch the plug with wet or damp hands.
- Do not run the power cable under carpeting. Do not cover the power cable with rugs, runner, or similar coverings. Arrange the power cable away from foot traffic and where it will not be tripped over.
- Do not wind the power cable around the unit.
- Do not insert or allow foreign objects to enter any ventilation or opening on the heater, as this may result in electric shock, fire, or damage to the heater.
- Do not use in areas where petrol, paint, explosive and/or flammable liquids are used or stored. Keep unit away from heated surfaces and open flames.
- Where possible, avoid the use of an extension cable as this may overheat and cause a fire. However, if you have to use an extension cable, ensure it is suitable for the purpose, has been tested for outdoor use and preferably has an RCD device fitted or attached.
- Always ensure the heater is plugged into a suitable socket, one that is tested for outdoor use.
- To disconnect heater, turn controls to OFF, then remove plug from socket. Do not unplug by pulling on the power cable.
- Always unplug the unit and ensure the unit is completely cold before moving, cleaning or storing.
- Any alternative use, not recommended by the manufacturer, may result in fire, electric shock, or injury to persons.
- The use of attachments on the heater is not recommended.

- Do not use this heater with a programmer, timer, separate remote control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.
- Warning: This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when occupied by persons not capable of leaving a room on their own, unless constant supervision is provided.
- Always use on a dry, suitably strong, stable, flat and level surface.
- Check exterior walls for areas of damage before installing the heater.
- check exterior walls for communication and electrical cables and pipelines. Should any service lines be present in the immediate vicinity, do not install your heater and find an alternative location to install this product.
- Do not position directly above or below an electrical socket.
- Do not remove any of the warning stickers or signs from the product.

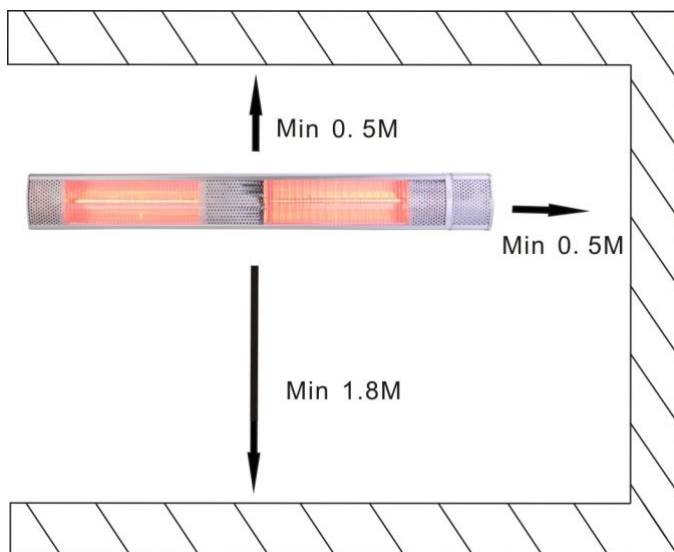
## Installation

### 1. Before installation, these matters need attention

- 1.Products should be put down gently
- 2.Acidic and alkali environment installation is not recommended.
- 3.The product must be grounded
4. Must check voltage listed on product to ensure it conforms with local supplied voltage.
5. Ensure the power rating should have sufficient current carrying capacity.

### 2. Ensure the production's installation site

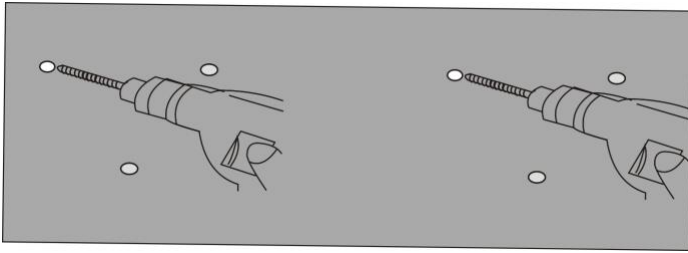
For the safe use of the product, the product installation position should guarantee the bottom minimum height of 1.8m~70.9in from the ground, ceiling, roof, or other coverings minimum distance is 0.5m~19.7in, minimum distance with both sides wall is 0.5m~19.7in (as shown in figure 1)



\*\*\* 1.8M~70.9in / .5M~19.7in \*\*\*

### 3. Installation Steps

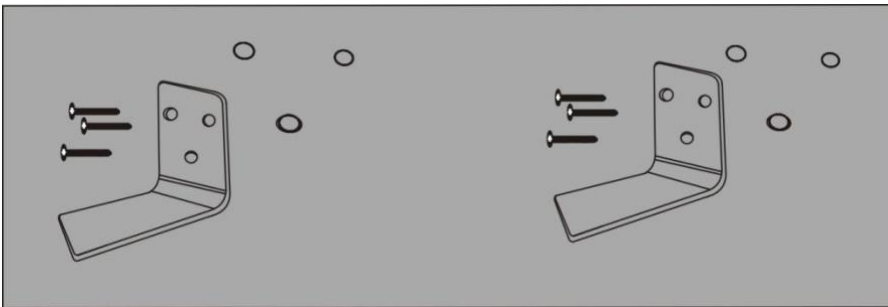
I. According to where the product installation location is, use a power drill to make four 8 mm round holes.



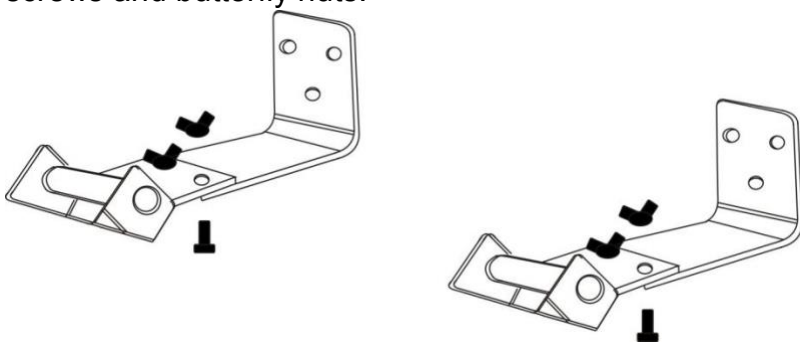
II. Insert the six plastic wall anchors into the six holes.



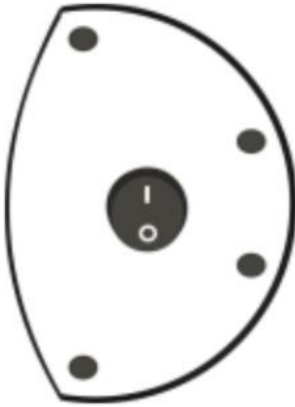
III. Fix the bracket using six ST4\*35 screws and make sure the installation points are fixed securely.



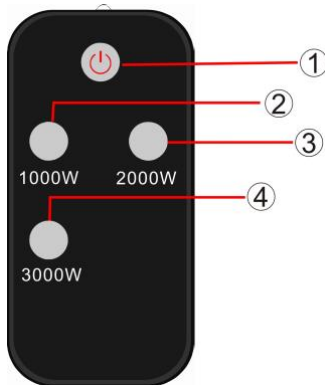
IV. Before fixing the heater, make sure the rocker power switch on the right side and then fixed the bracket to the heater using four M6\*14 screws and butterfly nuts.



## Operating Instructions



- Use power switch on right side of product to control power on/off



### Remote control

1. On / Off  
Switches on or off the heater or stands it by.
2. First gear  
After turn on the heater, you can choose low heating.
3. Second gear  
After turn on the heater, you can choose moderate heating.
4. Third gear  
After turn on the heater, you can choose high heating.

### Maintenance and Cleaning

Attention! Careful and regular maintenance of Infrared Heater is required to attain a long and efficient operation of your appliance.

- 1- Check the cleanliness of the Reflector and IR-Filament at least once a month. If necessary, apply cleaning and maintenance instructions.
- 2- The number of checks may be increased considering the amount of the dust in the environment.
- 3- Check the deformation of the Reflector, Wire and Frame visually while cleaning the appliance. In case of any deformation, consult a qualified technician.
- 4- Check the power cable and plug visually while cleaning the appliance. In case of any deformation, consult a qualified technician.
- 5- It is recommended to change the reflector every 2 years for more efficient operation.

## Cleaning

Attention! Regular and careful cleaning helps your heater operate for longer years and more efficiently.

- 1- Unplug your power cable for your safety before cleaning your appliance.
- 2- Take out the front grid wire through the inlets on the frame using a slotted screwdriver.
- 3- Make sure that the power is off for your safety. Power cable plug must be unplugged.
- 4- The reflector and filament must be cleaned with a soft cloth. The cloth may be damp but never too wet and the cleaner should not include any chemical.
- 5- Refrain from using cleaning material likely to damage the reflector (cleanser etc.).
- 6- Insert the wire grid using a slotted screwdriver.

## Specifications

Model:TW-30R

Voltage	AC220V
Frequency	60Hz
Electric Power	3000W



The symbol on the product or in the instructions means that your electrical and electronic equipment should be disposed at the end of its life separately from your household waste.

There are separate collection systems for recycling in the EU.

For more information, please contact the local authority or your retailer where you purchased the product.

## Limited Warranty

RADtec provides a 30-Day Return Window (see refund and return policy page) and the following limited warranty. This limited warranty extends only to the original purchaser.

Please note that any warranty services or questions must be accompanied by order number from the transaction through which the warranted product was purchased and the ID number located on the unit. The order number and ID# serve as your warranty numbers and must be retained. RADtec will offer no warranty service without these numbers. RADtec warrants this product and its parts against defects in materials or workmanship for (2) years' parts and labor (residential use) and (1) year parts and labor (commercial use) from the original ship date. During this period, RADtec will repair or replace defective parts with new or reconditioned parts at RADtec's option, without charge to you.

Shipping fees incurred from returns for under-warranty service in the first 30-days will be paid by RADtec. All shipping fees both to and from RADtec following this 30-day period must be paid by the customer. All returns, both during and following the 30-day period, must be affected via the Procedures for Obtaining Warranty Service described below. All original parts (parts installed by RADtec at the original build) replaced by RADtec or its authorized service center, become the property of RADtec. Any after-market additions or modifications will not be warranted. The heater owner is responsible for the payment, at current rates, for any service or repair outside the scope of this limited warranty.

RADtec makes no other warranty, either express or implied, including but not limited to implied warranties or merchantability, fitness for a particular purpose, or conformity to any representation or description, with respect to this heater other than as set forth below. RADtec makes no warranty or representation, either express or implied, with respect to any other manufacturer's product or documentation, its quality, performance, merchantability, fitness for a particular purpose, or conformity to any representation or description.

Except as provided below, RADtec is not liable for any loss, cost, expense, inconvenience or damage that may result from use or inability to use the heater. Under no circumstances shall RADtec be liable for any loss, cost, expense, inconvenience or damage exceeding the purchase price of the heater.

The warranty and remedies set forth below are exclusive and in lieu of all others, oral or written, expressed or implied. No reseller, agent or employee is authorized to make any modification, extension or addition to this warranty.

## Warranty Conditions

The above Limited Warranty is subject to the following conditions:

1. This warranty extends only to products distributed and/or sold by RADtec. It is effective only if the products are purchased and operated in the USA. (Within the USA including US 48 States, Alaska, and Hawaii.)
2. This warranty covers only normal use of the heater. RADtec shall not be liable under this warranty if any damage or defect results from (i) misuse, abuse, neglect, improper shipping or installation; (ii) disasters such as fire, flood, lightning or improper electric current; or (iii) service or alteration by anyone other than an authorized RADtec representative; (iv) damages incurred through irresponsible use, including those resulting from mounting the heater above a body of water, mounting the heater vertically and or other non-recommended practices.
3. You must retain your bill of sale or other proof of purchase to receive warranty service.
4. No warranty extension will be granted for any replacement part(s) furnished to the purchaser in fulfillment of this warranty.
5. RADtec makes no warranty either expressed or implied regarding third-party (non-RADtec) parts.
6. You must have filled out and filed your Warranty Card with RADtec to activate this warranty.

## Return of Non-Defective Products

A non-defective product may be returned to RADtec within thirty (30) days of the invoice date for a refund of the original purchase price with the following amendments/fees:

1. RADtec will refund neither the original shipping cost nor the shipping and handling fees incurred from the products return. If the original purchase was made under a "Free Shipping" promotion, then a standard \$50 fee will be deducted from any return in counter to that offer.
2. No refund will be granted for the heater which has been used or tampered with in any way which jeopardized RADtec's ability to remarket or resell the product. RADtec maintains full discretion in decisions regarding a product's fitness for return.
3. No refund will be granted if the product has been installed OR more than 30 days has elapsed since the product was purchased.
4. Any non-defective returns are subject to a 15% restocking fee; which percentage is taken from the final purchase price less any shipping or handling charges.
5. Quantity purchases of five heaters or more are not eligible for return.

To return a defective product, please contact our Customer Service Department for a Return Merchandise Authorization (RMA) number and follow the Return of Products Instructions below. The RMA is valid for 10 days from the date of issuance. **Returns will not be accepted without an RMA.** Manufacturer restrictions do apply.

## Procedures for Obtaining Warranty Service

RMA (Returning Merchandise Authorization) Policy:

If repairs are required, the customer must obtain an RMA number and provide proof of purchase. RMA and services are rendered by RADtec only. Any shipping costs after 30 days (starting from the original date of purchase) on any item returned for repair is the customers' responsibility. All returned parts must have an RMA number written clearly on the shipping label of the package along with a copy of the original proof of purchase. No COD packages will be accepted. No package will be accepted without an RMA number written on the shipping label. RMA numbers are only valid for 30 days from the date of issue.

Should you have any problems with your heater, please follow these procedures to obtain the service:

1. Please contact RADtec's Customer Service at 214-295-6889 or email at [info@radtec.net](mailto:info@radtec.net).
2. If the heater must be repaired, an RMA number (Return Merchandise Authorization Number) will be issued for shipment to our repair department. Please follow the instructions given by RADtec's technical support staff to ship your heater. RADtec will not accept any shipments without an RMA number.
3. Pack the heater in its original box or a well-protected box, as outlined in the Return Shipping Instructions. RADtec will not be responsible for shipping damage/loss of any product outside the original 30-day eRADusa-paid service period. It is very important that you include the RMA number clearly on the shipping label of the package. Ship the heater with a copy of your bill of sale or other proof of purchase, your name, address, phone number,

description of the problem(s), and the RMA number you have obtained to:

***RADtec Service Center***

***RMA# \_\_\_\_\_***

***10445 Vista Park Rd***

***Dallas, TX 75238***

4. Upon receiving the heater, RADtec will repair or replace your heater (at RADtec's discretion) and will ship it back to you within 2 weeks (dependent on parts availability) via UPS.
5. RADtec will pay for shipping to the customer only within the first thirty days following the original product ship date. Following this 30-day period, all shipping fees both for under warranty and post-warranty repairs are the sole responsibility of the customer. The customer also assumes full liability for losses or damages resulting from shipping as well as all responsibility to pursue remuneration for such issues with their selected carrier.

## **After Two-Year Warranty – Post-Warranty Repair**

For post-warranty repair, the procedure is the same as outlined above for RMA and shipping. However, you are responsible for shipping charges both ways, current labor (\$75 per hour if not under warranty), and the current price of part(s) used in the repair.

### **WARRANTY EXCLUSIONS:**

RADtec accepts no liability for problems caused by after-market parts and hardware modifications or additions. RADtec is not responsible for giving any technical support concerning the installation or integration of any component the customer did not pay RADtec to install. This warranty is null and void if the defect or malfunction was due to damage resulting from operation not within manufacturer specifications. It will also be null and void if there are indications of misuse and/or abuse. RADtec has the option of voiding the warranty if anyone other than an RADtec technician attempts to service the product. RADtec will not warrant any problems arising from an act of God (lightning, flooding, tornado, etc.), electrical spikes or surges, or problems arising out of hardware, software, or additional devices added to complement any system/component bought at RADtec. Under no circumstances will RADtec be responsible for any refund or remuneration exceeding the original purchase price of the product less any shipping fees. RADtec will not be held responsible for typographical errors on sales receipts, repair tickets, or on our website. RADtec makes every effort to make sure all information on our website is correct.

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