

## FREQUENTLY ASKED QUESTIONS (FAQ'S)

**Question #1:** My heater emits a “strange” odor when I first open the box/when I turn the heater on for the first time.

**Answer:** These are both normal. This heater is treated with a special heat safe/resistant coating. This odor will sometimes be present when the box is opened, and may be compared to a heater's version of “new car smell.” Also, similar to all hearth appliances (woodstoves, etc.), the coating, exposed to heat, will produce this particular odor during the first few hours of operation. This will dissipate after the break-in period. If you are sensitive to odors, you may want to pre-burn the unit in a garage with the door open until the initial odor dissipates.

**Question# 2:** If my heater runs on approximately 1500 watts, how many BTU's is that? Is that a lot of heat?

**Answer:** At 1500 Watts, your heater will use approximately 5100 BTUs. 5100 BTUs, compared to your home furnace, is a very small amount of heat. It may take several minutes, to several hours to heat your area, depending on various factors (see Heater Placement).

**Question# 3:** Can my heater really operate on less money per day? What are my operating costs?

**Answer:** Most Definitely. If the heater is used as it is intended (as supplement/assist heat), it should cycle on and off, allowing for it to heat a total of approximately 8 out of the 24 hours of the day. Using the national average of approximately 10¢ per kWh (look at your bill for exact cost per kWh--will vary per state), your average heating cost per hour (add a few cents just for having it plugged in) should be less per day compared to your main furnace. The costs will increase if it is used as the single source of heat, or if heat escapes the room somehow, since the “on” cycle will run longer. The Formula: To determine the cost of this or ANY 1500 watt appliance, multiply 1.5 X your cost per Kilowatt Hour. You can find the cost per KWH for your state at:

<http://www.eia.doe.gov/fuelelectric.html>

**Question# 4:** What is the life expectancy for the Heating Elements? Can the heating elements be replaced?

**Answer:** The life expectancy of the heating elements is typically 25,000 hours. Heating elements may be replaced by obtaining parts from LIFESMART Products, although it is not recommended (unless you are a certified heater technician or authorized directly by LIFESMART). All parts may be purchased through LIFESMART PRODUCTS if your product is out of warranty. Note: If you feel that the elements are definitely faulty right out of the box, contact LIFESMART Products Tech Support first (for troubleshooting). Contact your place of purchase second.

**Question# 5:** Once I plug the unit in and turn it on, how long will it take to heat my room?

**Answer:** Typically it takes about ½ hour to feel a temperature change. Please remember that with any type of heating process, there are many variables: Location (in the home), floor plan and size of the room, how well the room is insulated, how many doors/windows, how much bare concrete (acts as a heat sink with any type of heating), the opening and closing of an exterior door, long hallways, high ceilings, etc. Customers with smaller rooms experience quick heat changes. Others with larger and open floor plans can expect up to 24 hours to heat up.

**Question# 6:** I don't have a grounded outlet; can I use adapters, a 2-prong power strip, or remove the ground prong from the cord?

**Answer:** Definitely NOT! If you don't have a grounded outlet, contact a certified electrician for advice. Removing or altering any part of the heater's original design or intent (including the power cord) will not only void the warranty, but will make you liable for any unexpected or hazardous results.

**Question# 7:** Why doesn't the temperature on my heater match the temperature display on my wall, or external thermostat?

**Answer:** This is completely normal. The temperature display on your heater may vary from the temperature display on another thermostat (like the one mounted to your wall or a purchased external thermostat). The temperature sensor on your heater reads the temperature in, and around, the heater. The unit is near the cold floor (and heat rises), which in turn, will display a cooler temperature than elevated or external thermostats. The best way to operate your heater is just to set the unit on "High" and dial up to a temperature that feels comfortable to you. Then, leave it at that temperature, regardless of the mismatch. The heater will cycle off when the set temperature is met or exceeded slightly.

**Question# 8:** My home is not insulated very well, will this heater help me? Can I use the heater if I have vaulted or cathedral ceilings? I live in a structure that is less than 1500 square feet. Will this heater help me? Can I use the heater to heat multiple rooms at the same time? Will I be able to use the heater in a basement or garage?

**Answer:** The answer to these is the same. Yes. You will be able to use it, but keep in mind that rooms/structures with open floor plans, minimal insulation, adjacent rooms, or high ceilings will not retain the heat as efficiently, and may not feel pronounced heat changes. Also, the heater will stay on longer (delays the "off" cycle), and may increase your electric costs. Note that if you do use it in a garage or basement, the moisture levels must be very low and they must have dedicated circuits (15 amps minimum) with no GFCI outlets. If unsure what a GFCI outlet is, contact a certified electrician.

**Question# 9:** Can I use more than one heater at a time? Can I use the heater and another appliance at the same time?

**Answer:** Yes. But make sure they are not plugged into the same circuit. Each heater (heaters are considered appliances) requires its own minimum 15 amp circuit (with no other items plugged into that circuit). If unsure your circuit meets these requirements, verify with a certified electrician. Risk of fire, damage to property, or injury may result if requirements are not met.

**Question# 10:** Why does my heater's fan continue to run even after the set temperature is reached or the power is turned off?

**Answer:** This is normal. The heater's fan will continue to run, even after the heater automatically cycles down. The fan continues to run so that every last bit of heat is blown out of the heat chamber, while allowing the unit to continue filtering your air. Once the internal box/components cool completely, the fan should then shut off on its own. In this case, allow up to ½ hour after the heat cycles off (with power on). The fan will shut off faster when the power is turned off.

**Question# 11:** My fan seems to run at all times, even when the heat has cycled off. Why?

**Answer:** This is normal. Although the heat cycles off, the fan stays on until the chamber is cool. If the temperature falls below the desired set temperature during the time the fan is cooling, the heating elements will cycle back on. This will not allow for the fan to completely cool off the chamber, and shut down. The fan seems to run continuously. It is a safety mechanism to prevent overheating. If you run into this issue, the solution is to simply increase the set temperature at least 5 degrees higher than the ambient temperature to make sure the temperature holds during the cool off period.

**Question# 12:** Why doesn't the fan speed increase when I change the setting from LO to HI?

**Answer:** This is normal. The heater's fan's speed is not affected by the HI/LO settings. The fan is designed to vent the heat at one soft, comfortable, and energy efficient speed. What is affected by the HI setting is the heat output. In essence, in the HI mode, the heater produces "more" heat, rather than "faster" heat.

**Question# 13:** I want to make sure my warranty is registered. What do I send to make sure it is registered? Where do I send it?

**Answer:** Your receipt is considered your proof of purchase and registration. Keep it in a safe place. As long as it is legible, a copy may be used for any future warranty claims (if requested). If you have access to e-mail, and would like peace of mind, e-mail us to: [Warranty @sourcenetworksam.com](mailto:Warranty@sourcenetworksam.com). In the body of the e-mail, include your full name, address, phone number, model, serial number, and scanned copy of your legible receipt.

**Question# 14:** My heater does not perform as well as another brand heater that I purchased. Why Not?

**Answer:** There are many brands of heaters on the market. Each brand is designed with different heat specifications, fan speeds, colors, material types, displays, and electrical components. They are manufactured this way for you, as the consumer to have choices, selection, and preferences. As long as the unit functions as specifications indicate, comparison to other brands will ultimately depend on individual consumer perception.

**Question# 15:** I purchased my heater so that it could cut my heating costs, but my electric bill has gone up. Why?

**Answer:** The compact LIFESMART heater can definitely save you on heating costs, when compared to the existing central heating system in place in your home, and when used as directed. Your heater is designed to give your main heat source a supplement "boost," or allow for you to have extra heat (in the form of soft infrared waves) in locations where you would otherwise be short. It is meant to cycle on and off, and not specifically designed to be used as a single heat source, especially in larger homes. If you intend on using it as a single heat source (which you may), expect the heater to 1) take as much as 24 hours to heat the area, 2) stay on for longer periods of time (without cycling off) due to heat loss, and 3) increased use time, and electric costs.

**Question# 16:** My heater's display shows my ambient temperature to be in the 20's, when I know it is warmer than that. Why?

**Answer:** The heater's display is defaulted to read the temperature as Fahrenheit. If your heater is definitely heating, but shows it is in the 20's, you probably have the setting to read your temperature in Celsius, rather than Fahrenheit. See Users Guide to change.

**Question# 17:** I don't see my heater's bulbs/elements light up when the heat is on. Why is that?

**Answer:** If you feel heat coming from the heater, the elements are lit up. The reason you cannot see them, is because they not only have a protective shield around each one of them (for safety reasons), they are also strategically placed within the heat chamber in the middle of the heater (also for safety reasons). They are not visible when looking at/through the grill.

**Question#18:** My heater has a temperature setting indicating ECO. It is supposed to be efficient, but it seems to not heat as much. Why?

**Answer:** The ECO mode on your heater is a program that attempts to keep the temperature strictly at a “warm” 68° F. This also helps with efficiency, as it is programmed to: 1) Increase the wattage used, to 1500W if the temperature drops below 64.4°F 2) Gradually reduce the wattage used as it approaches 66.2° F and 3) Stop heating when 68° F is achieved. This is considered an Economical function, since in the ECO setting, the heater is almost never running on the full 1500 Watts. If this “warm” heat is not plentiful or is on constantly, and you fear it will increase your electric bills, we recommend you set it to the high or low setting and have it cycle off when your set temperature is achieved. You may also set the timer to allow your heater to shut off at the given hour increments you desire.

**Question #19:** My unit is showing an E1 Error Code, what is the problem?

**Answer:** If your unit is currently flashing the manufacturer specific E1 Error code, that is indicating that there is not enough air flow to the unit, a bad internal fan, or a blocked air inlet. This error code appears when the unit is getting to hot and triggers the thermal protection system which shuts the power off to prevent unit damage or a fire.

**Below are a couple of troubleshooting options that will typically fix this situation and have the unit running again:**

The first and easiest fix to this is making sure the air intake or outlet is not blocked. Make sure there is nothing covering the back air inlet or you do not have this unit up against something(wall, other furniture, etc.) as these need space to intake air in the back of the unit. Also please check to ensure front air outlet is not clogged. (This is very important as that could be a potential fire hazard)

If the outlet and air intake are not visibly blocked the next step would be to check the air filter as it does require regular maintenance and could be blocking the intake of air if to dirty.

Your Infrared Heater is equipped with an easy to clean, washable static filter. Regular cleaning and maintenance of your filter will ensure a lifetime of trouble-free use.

1. Turn off the heater. Locate the filter at the rear of the heater and lift out (some filters may be held on by brackets. Others may be magnetic. Others may require loosening up some screws).
2. Rinse the filter by spraying warm tap water through the filter. Make sure the water is sprayed into the side that faces the inside of the heater, and comes out of the side that faces away from the heater. Continue spraying until the filter is clear of dust and debris.

**3.** If the filter is extremely dirty or clogged with grease, you can soak the filter in a mild solution of dish soap and water, then brush (the side that faces away from the heater) with a soft brush and repeat the rinsing process.

**4.** Shake filter to remove excess water and lay on clean cloth or paper towels to dry. Do not use heat source to dry filter.

**5.** Reinstall the filter on to the heater after it is completely dry. Do not use this filter for any other purpose.

**NOTE:** Never operate the heater without a filter in place. Without the filter, dust can accumulate on the heater's components and cause damage. If after cleaning the filter and making sure all outlet and intake airways are clear the unit is still flashing the E1 Error code please contact us or the manufacturer back as the fan may be faulty or there could be other internal issues.