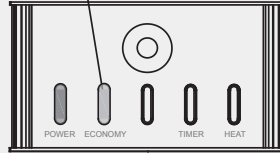
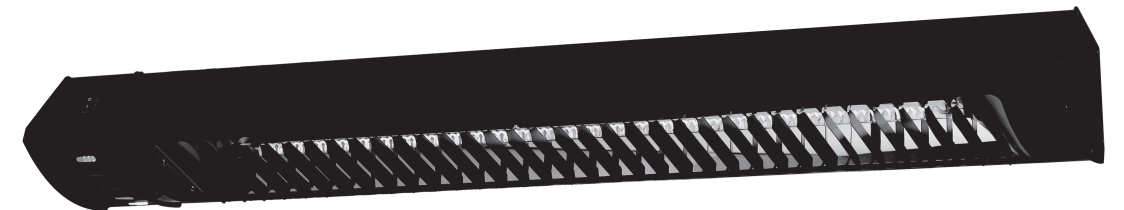


## Troubleshooting guide

Problem	Possible cause	Solution
Economy function failure (GREEN ECONOMY light on the Indicating panel not visible when ECONOMY button pressed from the remote)	Heating function is not ON  PIR / PCB malfunction	PIR function is effective with LIVE heating only. Please turn on heating mode.  Please call the technical helpdesk



Problem	Possible cause	Solution
Remote control inoperative	Battery dead	Make sure the red power indicator is visible otherwise you need to replace battery (Type CR2032/CR2025). Remove and replace the battery according to the instruction on Page 3.



## Jet Dual Mount Outdoor Heater With PIR ZR 37443 BLK

This product has been manufactured to comply with EEC Directives 2006/95/EG and 89/336/EEC.  
Not household waste. Must be disposed of in accordance with local regulations.



UK MANUFACTURER / IMPORTER  
CASCADE HOLDINGS LTD.  
GORSE MILL  
GORSE STREET  
OLDHAM,  
UNITED KINGDOM  
OL9 9RJ



EU AUTHORISED REPRESENTATIVE:  
AUTHORISED REP COMPLIANCE  
GROUND FLOOR  
71 LOWER BAGGOT STREET  
DUBLIN  
IRELAND  
D02 P593



Helpline

If you receive this item with parts broken or missing, please telephone:

**0333 0050077**

Please have ready your name, address, tel. no., product reference, where purchased and parts required. An answering service is in operation outside office hours and during busy periods.

We regret that we are unable to give advice on internal house wiring.

## Safety instructions

**WARNING** - When using electrical appliances, basic safety precautions should always be followed. Failure to comply with these instructions may cause a fire, electrical shocks or other injury to persons or property.

- 1 Children of less than 3 years should be kept away unless continuously supervised.
- 2 Not suitable for use by children.
- 3 **DO NOT** insert or allow objects to touch the heating element and never place anything on the heater safety guard (e.g. towels), as this may damage the heater and could cause an electrical shock or fire. Never use your heater to dry washing. If the heating element has stopped glowing it may still be live, please check that the heat setting indicates the heater is off.
- 4 Always disconnect your appliance from the mains before any cleaning.
- 5 **DO NOT** use the heater in areas where petrol, paint, or other flammable substances are stored. In order to avoid overheating, do not cover the heater.
- 6 Always unplug the heater when not in use. To disconnect from the power supply, grip the plug and pull from the power socket. Never pull by the cord.
- 7 **DO NOT** direct the heater towards curtains, furniture or other flammable objects.
- 8 Extreme care should be taken when any heater is used near children and pets.
- 9 The electrical cord must be fully unwound before use.
- 10 Do not use the heater with a programmer, timer or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly. Heater should not be positioned directly under a socket outlet.
- 11 The front grille is intended to prevent direct access to the heating elements and must be in place when the heater is on.
- 12 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.
- 13 **CAUTION** — Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

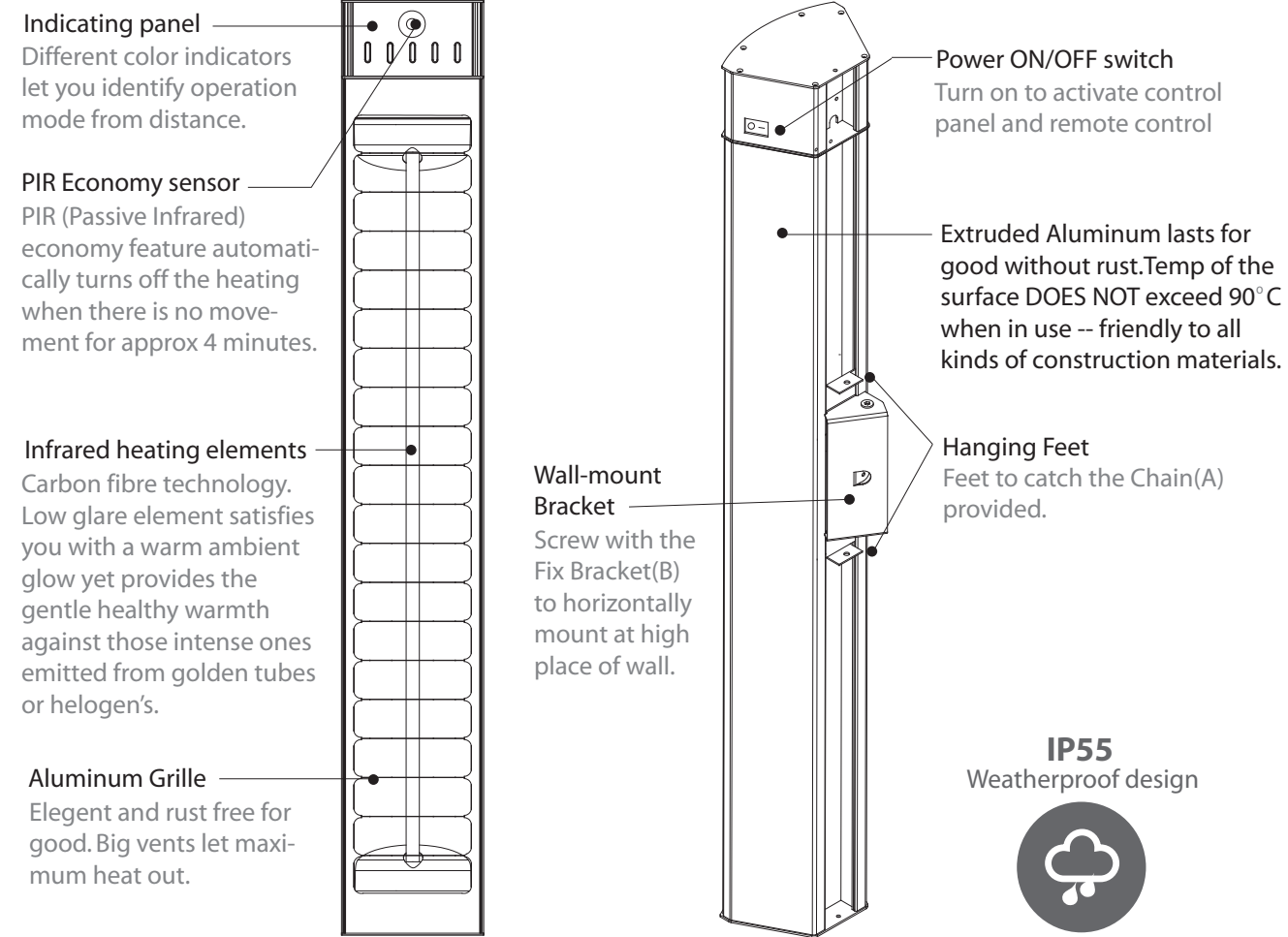
## Troubleshooting

Problem	Possible cause	Solution
Heater won't operate (indicated by the absence of the BLUE POWER standby light being visible in the unit indicating panel display)	Power Switch OFF	Turn Power Switch ON.
	No Power to unit	Check the mains or the electrical socket to restore circuit.
	Safety Thermal Resistance in Operation.	Switch unit OFF. Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk
	Power Cord Damaged	Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpdesk

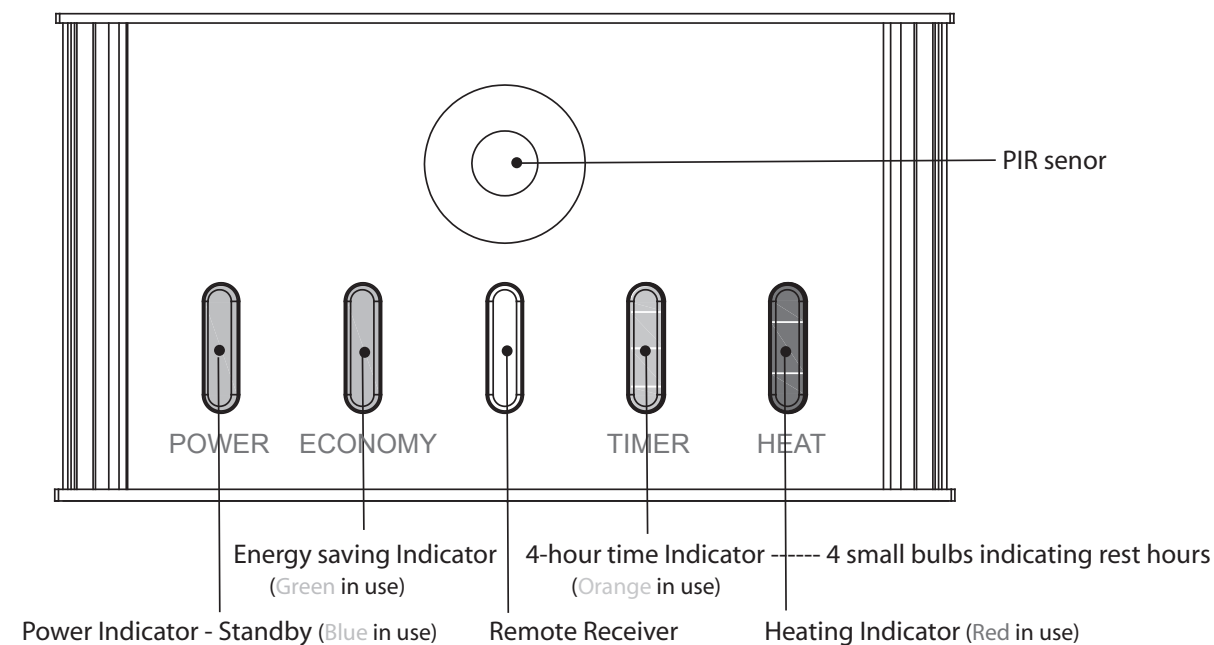
Problem	Possible cause	Solution
Heat tubes not working (indicated by the presence of the BLUE POWER standby light, the RED HEAT light being visible in the unit indicating panel display but no heat from tubes)	Tube Failure / Safety Thermal Resistance in operation.	Firstly try the following procedures to ensure it is in fact the tube that is faulty. 1) Push the remote HEAT button again just to check the tube doesn't heat up. 2) If still not heating – check if the RED HEAT light on the Indicating Panel is on? If the light is ON then the tube has blown. Replace the Tube. If not then wait 30 minutes for unit to auto-reset and switch on after. Repeat if necessary. If this continues to occur please call the technical helpdesk
		This unit uses specialised high temperature carbon fibre heating tubes only. For replacements, please call the technical helpdesk
Blown Carbon Fibre Tubes	Blown tubes are usually visible. Check for black or white discolouration at either end of the tubes.	

Problem	Possible cause	Solution
RED HEAT flashing	Safety Warning Indicator	If the HEAT light starts to flash or flicker intermittently, this indicates a problem within the internal control systems of the unit. Please switch off the unit immediately, leave for 30 minutes and switch on again. If this continues to occur please call the technical helpdesk

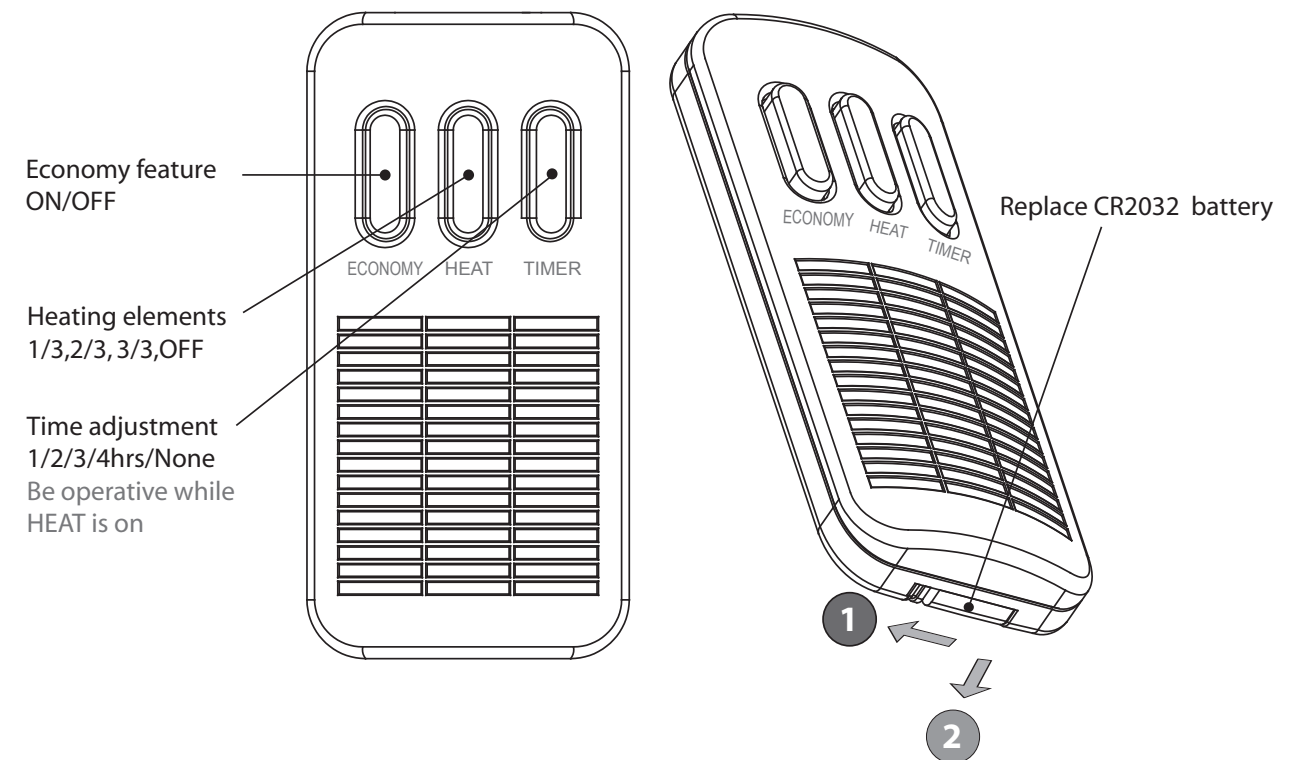
## Description and features



## Indicating panel



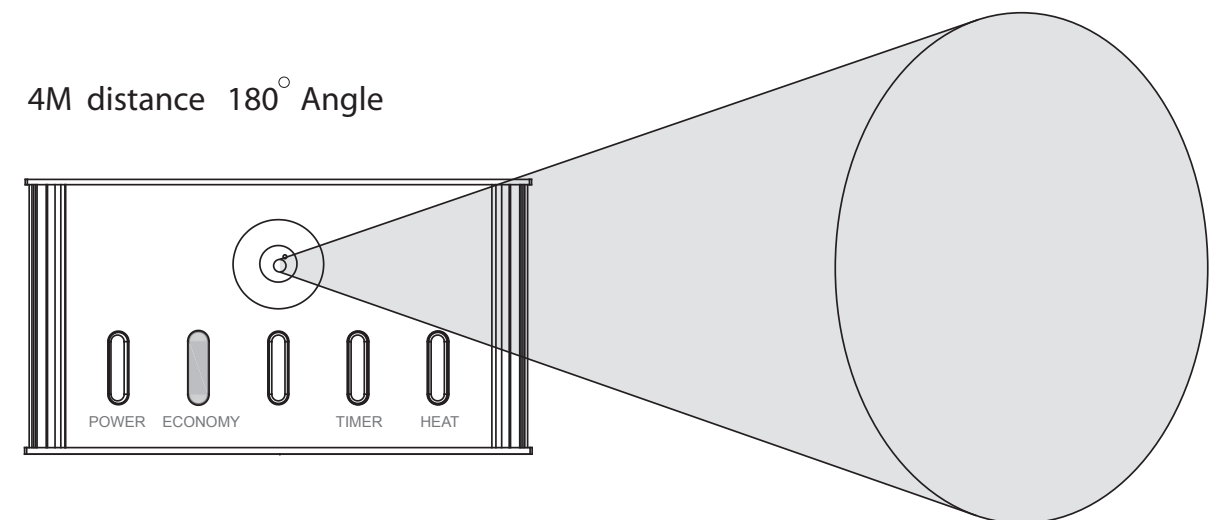
## Remote control operation



The heater is operated by its Remote Controller ONLY.  
Operational range of remote is approx 4m (open air) as it is infrared only.

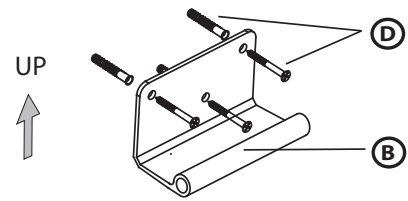
## PIR Economy function

The PIR economy feature enables the heater to automatically shut down its heating function when not in use. The PIR sensor constantly monitors people's movements up to a distance of 4 metres. If does not detect movement in 4 minutes, it will switch the heating off to be safe and economic. The heating won't be on afterwards unless you operate from the remote controller.

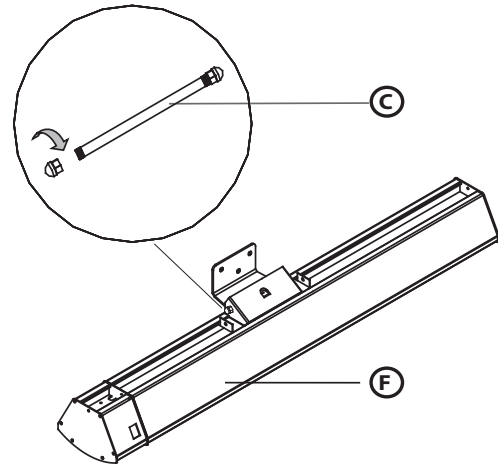


## Mounting instructions

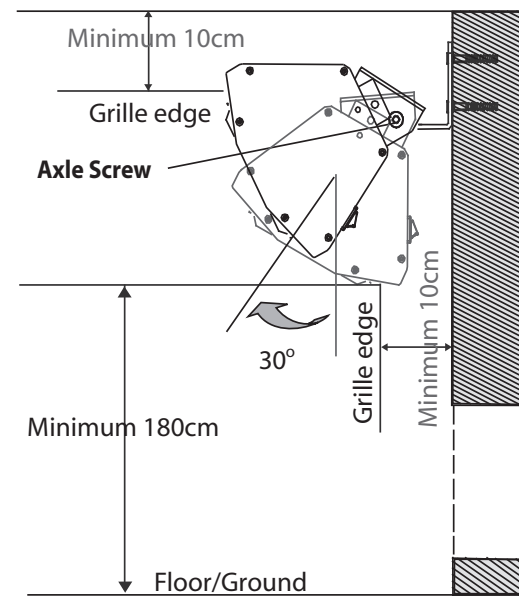
Make sure your heater is mounted at least 180cm high from the floor, 0.8Mitre away from other objects at its left and right side.



- Use the Sleeve Anchors(3 x D) to nail the Mount Bracket(B) on the wall vertically just like this picture.  
Recommended height: 180 -- 350cm  
To mount your heater at that height from the floor, height of the Mount Bracket(B)'s upper edge on the wall shall be 204-374cm.

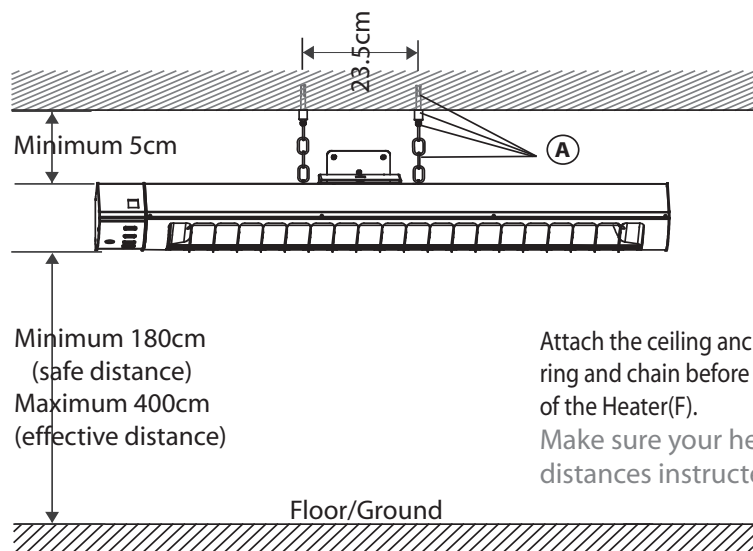


- Insert the provided Axle Screw & Nuts(C) to connect the Heater(F) with the Mount Bracket(see left picture).

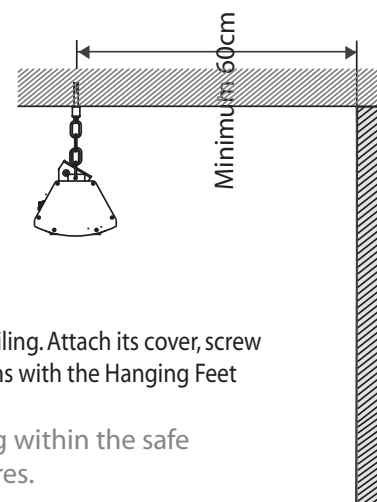


- Loose the Axle Screw(see right picture) to suit the Heater's projection angle to the required area, then fasten it. Make sure the safe distances instructed in the picture are satisfied.

## Hanging instructions



Attach the ceiling anchors(A) to your ceiling. Attach its cover, screw ring and chain before hooking the chains with the Hanging Feet of the Heater(F).  
Make sure your heater is hanging within the safe distances instructed in the pictures.



## Before use, cleaning & maintenance

### Before use

This product has been designed for domestic and commercial use, to heat outdoor spaces using energy efficient carbon fibre infrared technology. It must only be used for this intended purpose and should be operated according to the instructions included in this manual. Please carefully read all operating and safety instructions before use. Never cover appliance when in operation and ensure that flammable objects (clothes, curtains, etc.) cannot come in close contact with the appliance.

### Cleaning and maintenance

Before cleaning or changing heating tubes, turn the heater off, unplug from the power supply and wait for the unit to cool down.

- To clean the heater use a soft cloth to wipe off any dust.
- If the heater is very dirty, use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit.
- When the heater is not in use for a long period, clean and cover it with the cover provided(optional).
- If the Aluminium reflector is very dirty use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit. A dirty reflector reduces heater output.

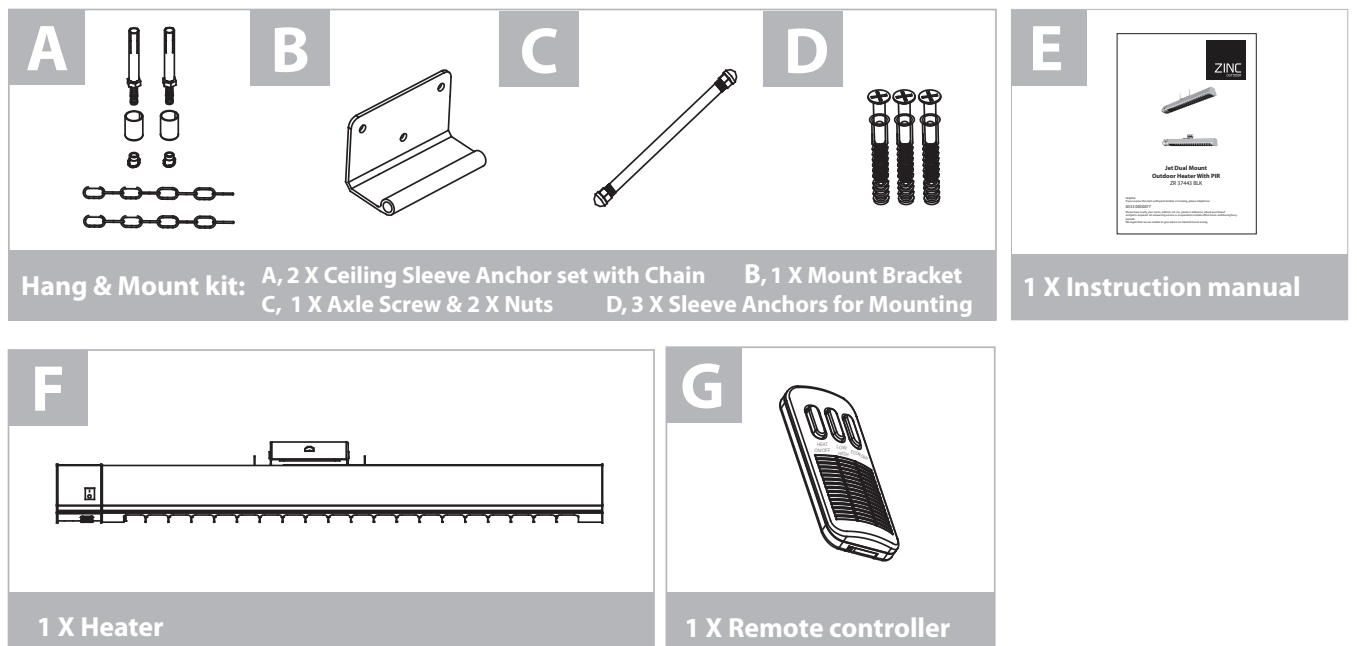
## Technical data

Model No.: UPH3000 or see Rating Label  
Power output : 2600-2800W 220-240V AC ~ 50/60Hz or see Rating Label  
Heater watts : 900W/1900W/2800W or as per Rating label  
Cable length : 1.9m or as per outer box  
Gross weight : 10.5kgs Net weight : 7.4kgs  
Product Dimension: W127\*D19.5/9.5\*H18.8cm



The product is IP55 weatherproof certified. It is designed to withstand rain conditions. We recommend that you should cover the product when not in use for long periods of time with a storage cover.

## Box contents



Hang & Mount kit: A, 2 X Ceiling Sleeve Anchor set with Chain B, 1 X Mount Bracket  
C, 1 X Axle Screw & 2 X Nuts D, 3 X Sleeve Anchors for Mounting

1 X Instruction manual

1 X Heater

1 X Remote controller