



# EN

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# 1. Overview

## 1.1 Introduction

Dear customer,

Thank you for choosing this radiator or towel radiator. This product has been manufactured in accordance with our stringent quality requirements to give you total satisfaction. To get the most out of your radiator, we advise you to read these instructions carefully and keep them to hand.

Thank you for your purchase.

## 1.2 Warnings



**CAUTION (TOWEL DRYER):** To avoid any danger to very young children, you are advised to install this appliance so that the lowest heating bar is at least 600 mm off the floor.



**CAUTION (RADIATOR):** To avoid overheating, do not cover the heating appliance.



Do not sit on the heating appliance.



Caution, hot surface.

**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.**

Children of less than 3 years should be kept away unless continuously supervised.

Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been



placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

This appliance can be used by children aged from 8 years and above and 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 shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

A towel radiator must be used for the purpose for which it is intended and not as a table, chair, toy, ladder, etc.

This appliance should be plugged or connected, according to rules and standards in application, only by an authorized person.

It is protected from splashes of water, and can be installed within volumes 2 and 3 (see **section 2.1**) as long as the electrical controls are out of reach of anyone using the bath or shower. It must not be connected to ground.

The electricity supply must be protected by a residual current device with a maximum of 30mA, especially when installed in a room containing a bathtub or shower.

**IMPORTANT** If the power cable is damaged, for safety reasons it must be replaced by the manufacturer, the manufacturer's after-sales service department or a similarly qualified person.

**IMPORTANT** The heating appliance must not be placed underneath a power outlet.

**IMPORTANT** This appliance is not intended for use at altitudes exceeding 2000 m.

Before carrying out any maintenance operation on your appliance, ensure that it is switched off.

## 1.3 Overview of your appliance

### **ELECTRICAL TOWEL DRYER OR RADIATOR:**

This heating appliance is filled with a precise quantity of specific oil. Any repair work requiring the oil tank to be opened should only be carried out by the manufacturer or their after-sales service department, which should also be contacted in the event of an oil leak.

When disposing of the heating appliance, comply with the regulations in force on the disposal of oil.

This electrical appliance with circulating fluid is delivered ready to use.

It is plugged and filled with a high-performance thermal mineral oil before leaving the factory. This fluid was specially designed for this use and requires no special maintenance.

As soon as the appliance is switched on, you will notice certain differences compared to a standard electric heating system:

- the electric heating element heats the fluid, which gradually and naturally starts circulating in your appliance;
- the properties of the fluid are such that it takes approximately ten minutes for the radiator to reach its optimum surface temperature, depending on the model and the room temperature when the appliance is switched on;
- this principle also ensures consistent and sustained heating even when the element is no longer powered.

### **DUAL-ENERGY TOWEL DRYER:**

This appliance is designed for connection to the central heating system and comes unplugged.



## 2. Installing your appliance

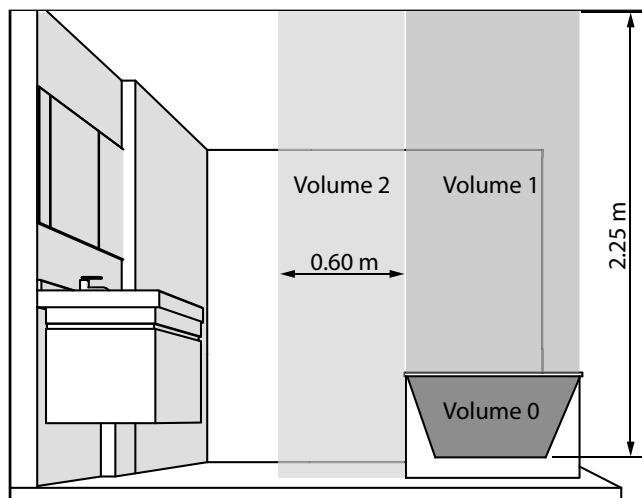
### 2.1 Warnings

The flexible cable supplied with your appliance is designed to be connected to the mains via a junction box that must be placed behind the appliance, with no need for a plug.

In a kitchen or bathroom, the junction box must be positioned at least 25 cm from the floor.

The appliance must be installed as described in this document and in accordance with the applicable European and French standards, including CEI 60364.7.701 and NF C15-100, as well as the rules of good professional practice.

For other countries (apart from France), the appliance must be installed in accordance with standards in force and with rules of good professional practice in the country of use.



**IMPORTANT** The example shown only concerns a bathtub. For other bathroom fixtures, please consult your installer.

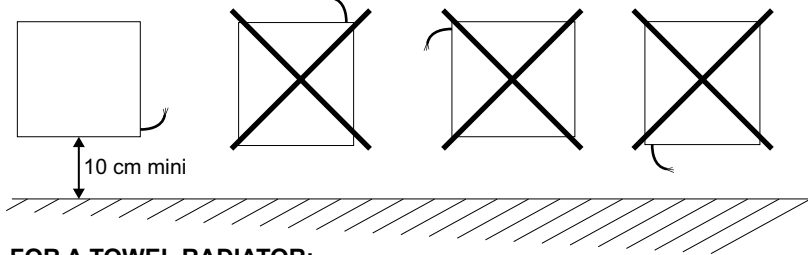
**IMPORTANT** The system must be fitted with an omnipolar circuit-breaker with a minimum contact opening of 3mm.

- To ensure your system is safe:
- install the appliance near places with high heat loss (windows, doors, etc.) wherever possible;
  - ensure that an area of at least 50 cm in front of the appliance is clear of objects which might hinder air circulation (furniture, chairs, etc.);
  - position a shelf at least 10 cm above the top of your radiator;
  - use mounting screws suitable for your wall.

**FOR A RADIATOR:**

**IMPORTANT** This appliance should never be installed with the electrical connection box positioned topside.

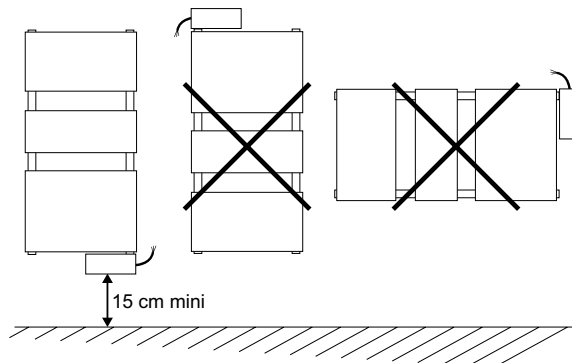
Ensure that the bottom of the device is positioned at least 10 cm above the floor.



**FOR A TOWEL RADIATOR:**

**IMPORTANT** This appliance should never be installed with the electrical connection box positioned topside.

Ensure that the bottom of the device is positioned at least 15 cm above the floor.





## CAUTION

Always turn off the electricity supply (circuit-breaker + pilot wire) before making any connections.

**NOTE** Electric towel radiators are designed to be covered safely. However, to ensure that your appliance works efficiently, you are advised not to cover it completely. Doing so will increase the temperature and cause the internal cutout to turn off the appliance.

## 2.2 Positioning your appliance

To get the most out of your appliance and enjoy the highest standards of comfort, we recommend that you install the appliance near places with high heat loss (windows, doors, etc.) wherever possible.

You will find a complete set of assembly instructions in your appliance's box.



### RECOMMENDATIONS FOR THE OPEN WINDOW DETECTION FUNCTION (SEE CHAPTER 4.6)

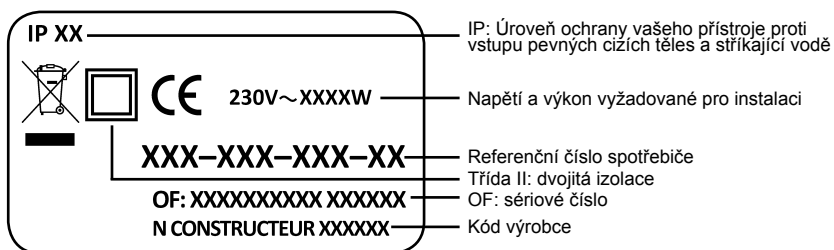
The position of your device affects the way the open window detection function works. It should be placed as close as possible to the opening part, but should not be installed near a door.

In addition to the arrangement of your installation in the room, its function is also affected by the temperature setting on the device, and the outdoor temperature.

## 2.3 Připojení zařízení

Technické specifikace radiátoru jsou uvedeny na typovém štítku.

Před instalací a před vyžádáním jakékoliv poprodejní pomoci si je poznamenejte.

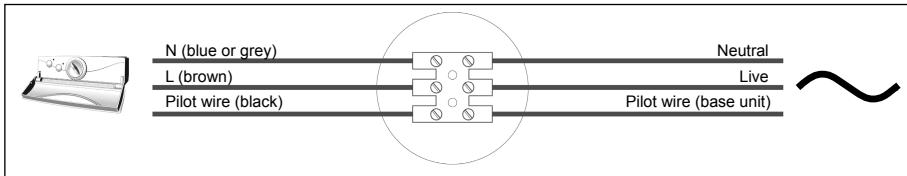


Při připojování spotřebiče k elektrické síti musíte dodržovat:

- napětí uvedené na typovém štítku;
- konvenční barevné kódování:
  - modrá nebo šedá: neutrální
  - hnědá: živá
  - černá: ovládací kabel

### PRINCIP PŘIHOJENÍ S OVLÁDACÍM KABLEM:

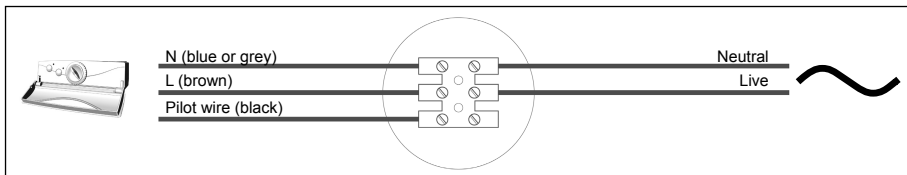
Váš spotřebič je vybaven ovládacím kabelem pro připojení k základní programovací jednotce (není součástí dodávky).



**POZNÁMKA:** Váš spotřebič je vybaven integrovaným elektronickým řídicím systémem, tudíž nemůžeme přijmout žádnou odpovědnost, pokud by byl spotřebič používán s centrální programovací (základní) jednotkou za použití "Pilot wire technology", jež funguje odpojením od zdroje napájecího napětí (viz pokyny dodané s vaší řídicí jednotkou).

### PRINCIP PŘIHOJENÍ BEZ OVLÁDACÍHO KABELU:

Pokud není tento vodič připojen, musí být z bezpečnostních důvodů izolován. Za žádných okolností nesmí být připojen k zemi.







## 3. Using your dual-energy towel radiator

**IMPORTANT** This appliance has been designed to be used either in central heating mode or electric mode. Each application requires special, detailed procedures to be followed. Inappropriate use may damage the resistance as a result of excessive fluid temperatures, particularly in the event of simultaneous use in electric and central heating modes. Any inappropriate use will render the contractual guarantee null and void.

### 3.1 Use as central heating

Ensure that the control unit is off.

The supply valve must be open to let water from the central heating system circulate.

### 3.2 Use as electrical heating

#### A.

When using the dual-energy, towel-drying radiator in "electric mode", close the supply valve only and **NEVER CLOSE THE HEATING UNIT'S OUTLET** since this enables the fluid to expand towards the installation.



#### CAUTION

Closing it may cause excessive pressure to build up with consequential damage to the heating unit.

#### B.

Ensure that the appliance is sufficiently full by opening the bleed tap at the top. Close it again if there is a steady flow of water. A sponge and small container should be used for this operation.

If the pressure is inadequate for bleeding the heating unit:

- fill the central heating system with water up to the level indicated on your gauge,
- contact your heating specialist,
- inform the operating company (where heating is collective).

C.

To start the appliance, follow the same procedure as for an electric towel-dryer.

If the central heating system is equipped with a circulation pump which is independent of the boiler, **it must in all circumstances be turned off** (risk of siphoning the heating unit in the event that connections are not perfectly watertight).



**IMPORTANT**

The appliance should only be turned on when properly filled with water (failure to comply may invalidate the guarantee).

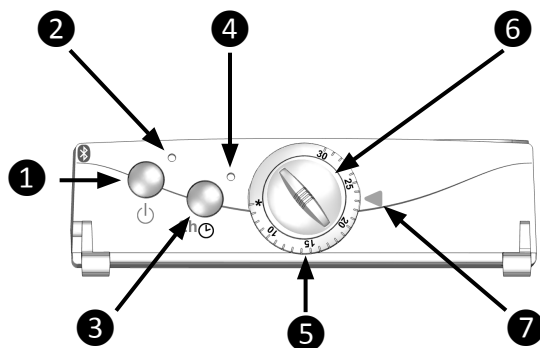
**IMPORTANT** This radiator is equipped with a resistance which has an integrated power shut-off and fuse. Using the radiator without water will permanently damage the fuse as well as the resistance. In this case it must be changed though "**not under the manufacturer's guarantee**". Using the radiator only partially filled with water causes the heating function to shut off automatically. Alternate function will continue as long as the main heating section is not properly filled.

If you notice that the electrical part of your towel dryer is activated, but that it fails to heat up inspite of thermostat demand or positive working operation, carry out the following operations:

- 1) Ascertain that your radiator is full of water (see **paragraph B**).
- 2) Press button ❶ (see **chapter 4.1**) to stop current supply and stop the electrical function for 30 to 60 minutes. This operation is necessary to cut off the thermal safety device.
- 3) Turn the appliance on by pressing the button ❶. The thermostat will display an error to show water is low (red ❷ indicator flashing and orange ❸ indicator flashing). Press the button ❹ for 5 seconds to reset the safety device. The appliance will restart normally.

## 4. Using your thermostat

### 4.1 Overview



- ① Heating stop/start button
- ② On indicator
- ③ Two-hour booster button **TIMERPROG**
- ④ Functioning indicator
- ⑤ Adjustment dial
- ⑥ Knob for temperature setting
- ⑦ Setting marker

Your appliance may be controlled in several different ways (see tables on the following pages for details of the LED displays):

- **manually**, with the settings buttons (see **chapter 4.2**);
- with a **pilot wire controller** (see **chapter 4.5**);
- with the Acova Control smartphone **application** (see **chapter 4.7**).

You can define a **weekly user programme (PU)** with the **Acova Control** smartphone app. This programme lets you choose the heating temperature for your appliance for every hour on each day.



#### **WARNING!**

Do not pair your Timer unit directly using your smartphone's Bluetooth parameter options if it invites you to do so. Pairing must **only** be done from the app, so that it works correctly.

### MANUAL OPERATION OF THE UNIT:

On indicator ②		Functioning indicator ④
Off	Heating stopped.	Off
Red	Unit operating.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Steady red:</b> Heating.
		<b>Flashing red:</b> Boost running.
		<b>Flashing orange:</b> Open window detected.

### OPERATION WITH PILOT WIRE CONTROLLER:

On indicator ②		Functioning indicator ④
Green	Reduced mode (Eco, Comfort -1° and -2°C).	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.
Orange	Heating stopped.	Off
	Frost-free or load shedding mode.	<b>Green:</b> In regulation, the set temperature has been reached.
Red	Comfort mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.

## OPERATION WITH ACOVA CONTROL APP:

On indicator ②		Functioning indicator ④
Regular flashing green (3 flashes then fixed)	Eco mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.
Regular flashing orange (3 flashes then fixed)	Frost-free mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
Regular flashing red (3 flashes then fixed)	Comfort mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.

**NOTE:**

The boost and window open/closed detection functions are still available when the app is providing control.

**FAULTS:**

On indicator ②		Functioning indicator ④
Slow flashing red	Operational fault.	<b>Flashing red:</b> Probe fault.
	Operational fault.	<b>Flashing orange:</b> Low water fault. (mixed appliance)

## 4.2 Setting the temperature

Turn the appliance on by pressing the Heating stop/start button ①. The red indicator ② will light up to show that the appliance is on.

Thermostat setting: this function allows you to select the ambient temperature of the room.

Turn the knob for temperature setting ⑥ clockwise to activate the heating function. The red light ④ comes on when the setting exceeds the ambient temperature.

When the preferred ambient temperature is reached, turn the knob ⑥ anti-clockwise until the red light ④ goes off.

After a few hours of operation, return slowly to the previously set comfort point (you should feel a click) then turn to the right to increase the desired temperature or to the left to reduce it. This enables you to set your desired temperature.

## 4.3 Adjustment procedure

In order to make setting easier, the knob for temperature setting is graduated by degrees and equipped with an adjustment dial ⑤. In normal use, both elements (⑤ and ⑥) turn simultaneously.

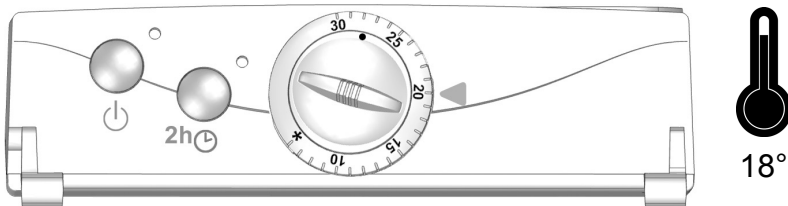
The dial is initially set to correspond to the actual ambient temperature in the room (under optimum thermal conditions).

However, due to the specific conditions of an installation or room (location, power/volume, insulation, etc.), a variation may be noted between the desired temperature and the measured temperature

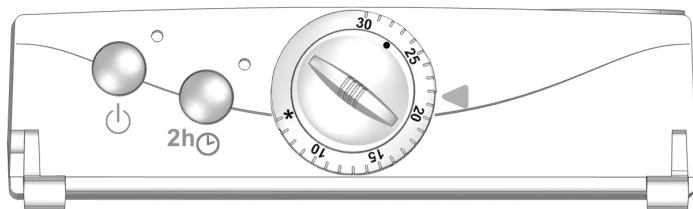
The adjustment ring ⑤ enables this problem to be resolved.

### PHASE 1: SETTING THE REQUIRED TEMPERATURE

Example: The first time you use the radiator, you have set the thermostat to 20°C but the temperature measured by your thermometer in the room after heating is only 18°C.



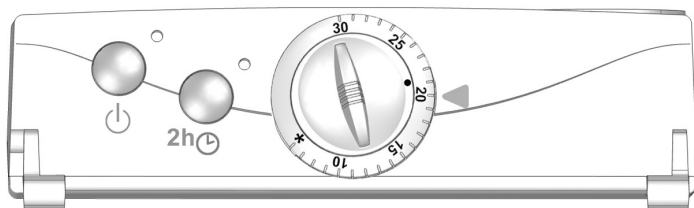
Turn the knob for temperature setting ⑥ clockwise a few degrees (the functioning indicator ④ lights up) and let the radiator heat up until your thermometer shows 20°C. The functioning indicator going off denotes that your device has reached the desired temperature.



## PHASE 2: ADJUSTMENT

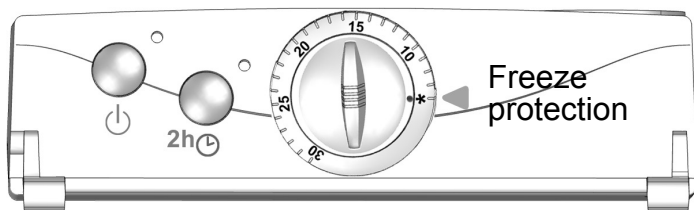
Hold the knob for temperature setting ⑥ in place and turn the adjustment dial ⑤ independently until the 20°C setting is in line with the marker ⑦.

The setting of your radiator now corresponds to the temperature measured in the room.



## PHASE 3 (OPTION): RESET TO INITIAL SETTINGS

To return to the original setting: line up the embossed point found on the knob for temperature setting ⑥ with the freeze protection symbol on the adjustment ring ⑦.



## 4.4 Booster function

This function provides additional heat when you have a bath or shower, while also drying or warming your towels.

When this function is activated, the radiator operates at maximum output regardless of the thermostat setting.

Once initiated the booster function runs for 2 hours. It can be stopped at any time.

There are 2 ways of starting the Booster function:

- Manual booster: **TIMER**
- Programmed booster: **TIMERPROG**



Controlling the unit using the dedicated app (**see section 4.7**) does not interfere with the operation and programming of your boosts.

### MANUAL BOOSTER: TIMER

This function enables the radiator to reach optimum temperature rapidly and independently of the thermostat setting.

Hold down button **3** for a few seconds. The red indicator **4** will flash for 2 hours.

You can stop the function by holding down button **3**; the indicator will stop flashing.

At the end of the cycle, or after an interruption, the appliance returns to its operating mode set before the boost period.

### PROGRAMMED BOOSTER: TIMERPROG

This enables the booster start time to be programmed so that it comes on at the same time everyday. User-friendly programming: no time to set, no complicated menu!

By pressing button **3** for **5 seconds**, you can record the time the booster was activated (i.e. when the button was pressed). The indicator **4** flashes (a succession of rapid flashes for 3 seconds) to show that the **TIMERPROG** function is activated. After this series of flashes, the indicator flashes normally to indicate that the **TIMER** is on.

The booster will now start every day 30 minutes before the recorded time. So the room will already be warm at the time selected.

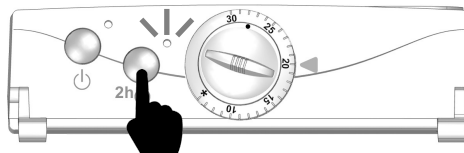
The manual **TIMER** can be activated without affecting the **TIMERPROG**.



**Example:**

- Day 1: 7 AM.

1 press for 5 seconds, the indicator ④ flashes (a succession of rapid flashes for 3 seconds) to show that the time is saved. The booster is activated for 2 hours (until 9am) and the functioning indicator ④ flashes red.



- Day 2: 6:30 AM, the Booster comes on for a 2-hour period (up to 8.30am).

As with manual operation, the **TIMERPROG** can be stopped by pressing button ③ without affecting the programmed setting.









To set up a new **TIMERPROG**, repeat the entire programming stage (see *Programmed Booster: TimerProg*).

**CANCEL A TIMERPROG**

Cancel programme by pressing for **5 seconds** on the button ③ while a boost (manual or programmed) is running. The indicator ④ flashes (a succession of rapid flashes for 3 seconds) to show that the **TIMERPROG** function is deactivated, and the current boost is stopped.

## 4.5 Programming by pilot wire (option)

Your Acova appliance can be regulated by a 6-command programming unit.

Commands received	Oscilloscopes Ref./Neutral	Mode obtained	Results obtained
No current		Comfort	The temperature obtained is that of the thermostat setting.
Alternation * no current: 4'57" * phase 230 V: 3"		Comfort -1°C	The temperature obtained is that of the thermostat setting - 1°C.
Alternation * no current: 4'53" * phase 230 V: 7"		Comfort -2°C	The temperature obtained is that of the thermostat setting - 2°C.
Complete alternation 230 V		Eco	Economy temperature.
Negative semi-alternance -115 V		Freeze protection	Freeze protection temperature of approx 7°C. Can be used for load-shedding.
Positive semi-alternation +115 V		Heating stop	Immediate stopping of appliance.

On indicator ②		Functioning indicator ④
<b>Green</b>	Reduced mode (Eco, Comfort -1° and -2°C).	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.
<b>Orange</b>	Heating stopped.	<b>Off</b>
	Frost-free or load shedding mode.	<b>Green:</b> In regulation, the set temperature has been reached.
<b>Red</b>	Comfort mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.

**NOTE:**

You can use the «freeze protection» command on your Acova appliance's electronic thermostat for load-shedding (option available with some programming units). When using the programming function, it is vital to use appliances of equivalent technology to ensure optimum levels of comfort.

**IMPORTANT** Boost programming by pilot wire:

When the appliance is programmed by pilot wire, the booster function overrides all the programmed commands except the programmed Heating stop command. Press button **3** for the booster function in pilot wire mode: **ECO, COMFORT -1°C, COMFORT -2°C, FREEZE PROTECTION**: the red indicator flashes, the appliance is in booster mode for 2 hours.

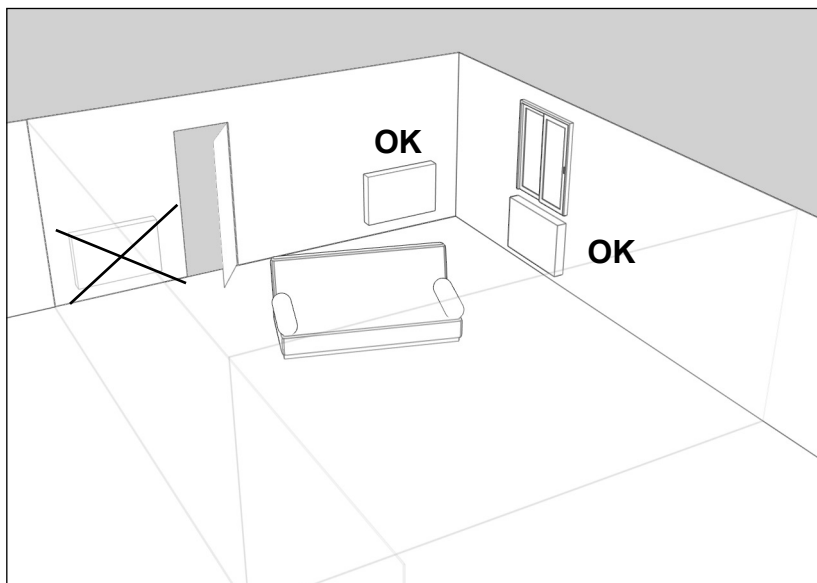
In the programmed Heating stop by pilot wire mode (load-shedding function): this command takes priority, the functioning indicator **4** changes to orange (pilot wire stop mode).

## 4.6 Open window detection activation / deactivation

Your appliance can detect a significant fall in temperature such as that produced by leaving a window open for a prolonged period in winter. It automatically adjusts its operation to save energy.

In this case, the indicator **4** flashes orange.

**IMPORTANT** The room temperature is measured near the appliance.



**IMPORTANT** In order to get the most out of this function, your appliance has to be positioned near the aperture without any furniture or other obstruction in between. The quality of the open window detection activation / deactivation depends on a number of factors, such as the position of the appliance, how fast the temperature in the room rises / falls, etc.

After opening a window, your appliance should detect the associated temperature drop within a reasonable period. It will then switch automatically to freeze protection mode (7°C).

When your room temperature rises after the window is closed, the appliance should restart operations, before detection was initiated, within a reasonable length of time. The indicator light then stops flashing.

You can access the open window threshold settings when your appliance is shut down by pressing on the button **3** for 10 seconds. The on indicator **2** flashes red.

If the on indicator **4** is showing red, it means the open window detection is currently activated.

If the on indicator **4** is showing green, it means the open window detection is currently deactivated.

Press the button **3** to activate open window detection if it was inactive. The on indicator **4** goes to red.

Press the button **3** to deactivate open window detection if it was active. The on indicator **4** goes to green.

To quit the open window threshold settings press the button **1** again (quick press). After 60 seconds, if no key is touched, the programme will automatically quit settings mode.

The appliance returns to its previous operating mode before settings are configured.

**NOTE:**

You can cancel open window detection even when it has put the appliance in economy mode after a window was opened. Just press the button **3** and the detection under way will be interrupted, with the appliance resuming normal operation. The open window detection mode will resume normal operation once another open window is detected.



**WARNING!**

The booster always takes precedence over open/closed window detection. So starting a manual **TIMER** process or a **TIMERPROG** will interrupt the detection function. If it was activated before the boost, it will resume normal operation after the boost.

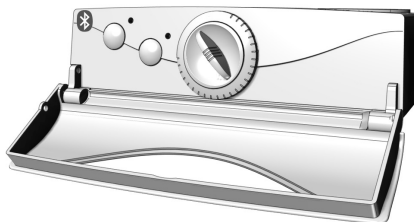
## 4.7 Operation by smartphone

You can also control your appliance using your mobile phone and a specific app.

Make sure that the *Bluetooth*® wireless technology function is activated on your smartphone. Refer to the manual for your phone for further information and pair it with the unit for your heating appliance.

Download our **Acova Control** app now from Google Play Store™ or the App Store™.

This will allow you to control your radiator from your phone or tablet. It also includes new functionalities such as zoning and creation of functional scenarios.



### WARNING!

Do not pair your Timer unit directly using your smartphone's Bluetooth parameter options.

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App Store is a trademark of Apple Inc., registered in the U.S. and other countries.

## UNIT/APP PAIRING PROCEDURE (MANDATORY):

- ① From the app: select or create a room to add a radiator (select bluetooth pairing).
- ② The app displays the list of the appliance or appliances detected locally. Choose an appliance to pair with the app.



**MAKE SURE** to choose “Bluetooth” not “NFC” when the app asks for the type of pairing.

- ③ The operating indicator ② on the appliance selected on the app **flashes green fast** for 30 seconds.

**NOTE:** if this is not the appliance you want to pair, press “Cancel” and select another from the list.

- ④ Press the button ③.
- ⑤ The app then twins with your appliance. You can now enter a name to identify the appliance.
- ⑥ You can now run your Timer unit from the app (save your orders in the basket, then send).



If pairing with the unit on the app fails, or if you have waited more than 30 seconds to press the button ③, start the pairing process again.

### OPERATION:

When the unit is controlled by the app, the indicator light ② flashes regularly (3 flashes then fixed, in a loop) to show that the app is controlling the unit.

You can use the app to create a **weekly user programme** PU which will control your heating appliance in Comfort mode (**temperature setting** programmed on your smartphone) or in Eco mode (**T° setting -3.5°C**) for each hour of the day.

**WARNING:** your user programme can only have a maximum of 10 changes of mode per day (from Comfort to Eco or Eco to Comfort).

The window open/closed detector function can also be enabled or disabled from the app.

On indicator ②		Functioning indicator ④
Regular flashing green (3 flashes then fixed)	Eco mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.
Regular flashing orange (3 flashes then fixed)	Frost-free mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
Regular flashing red (3 flashes then fixed)	Comfort mode.	<b>Green:</b> In regulation, the set temperature has been reached.
		<b>Red:</b> Heating.
		<b>Flashing orange:</b> Open window detected.



Manual and automatic boost can always be enabled and programmed normally on the unit, without interrupting control by the app (see **chapter 4.4**).



**WARNING!**

If the app shares control with a pilot wire unit, the pilot wire controller **will take priority, UNLESS** the controller sends a **Frost-free** or **Stop** command (manual or load-shedding).

**BACK TO MANUAL OPERATION:**

Press the button ① to quit “app mode”. Press the button ① again to restart the unit in “manual mode”.

A programmed Boost will still be stored.

## 5. Maintenance and troubleshooting tips

### 5.1 Routine maintenance operations

High-quality materials and surface treatment protect your radiator against corrosion and impacts.

To maximise the service life of your radiator, we recommend you take the following precautions:

- Never use abrasive or corrosive products on the outer surfaces of the appliance (except the electrical parts); use warm, soapy water.
- Use a soft, dry cloth without any solvents to clean the control box.

### 5.2 Troubleshooting

Should your radiator fail to function, check that:

Problem	Diagnosis	Steps to take
The appliance does not start.	Electricity supply problem.	Check that your appliance is properly connected to an appropriate power supply (see <b>chapter 2.3</b> ).
	The appliance is turned off.	Check that the switch is in the ON position and the indicator is lit (see <b>chapter 4.2</b> ).
The appliance is not working. The two indicators are flashing red.	Probe fault.	Contact your installer. The fault will disappear as soon as the probes are reconnected.
The appliance operates in freeze protection mode (temperature setpoint 7°).	Window open/closed detection is activated, and an open window has been detected.	Deactivate open/closed window detection if you do not want your appliance to switch automatically to freeze protection mode.
The radiator continues to heat normally, even when a window has been open for more than 15 minutes.	The "Open window detection" function is not activated.	Activate the function (see <b>chapter 4.6</b> ).





Problem	Diagnosis	Steps to take
The appliance does not heat.	The thermostat is in the wrong position.	Check that the thermostat is in the right position for heating up the radiator (see <b>chapter 4.2</b> ).
	The dual-energy towel-dryer isn't properly filled with water.	Check that the appliance is properly filled (see <b>chapter 3.2</b> ).
	Your appliance is connected to a programming unit.	Please refer to the manufacturer's instructions.
The appliance does not react to commands sent by the app.	Pairing problem.	Repeat the pairing process for the unit and the application (see <b>chapter 4.7</b> ).

## 6. Services and guarantee

### After-sales service

If your appliance stops working or you require spare parts, contact your installer or dealer.

Prior to making contact and to ensure your problem is dealt with quickly and effectively, please make a note of:

- the details shown on the appliance's nameplate;
- the sales reference for your appliance shown on your dated purchase invoice.

### Guarantee

*(See general conditions of sale for your country)*

The heating body of your appliance is guaranteed against manufacturing defects for five (5) years from the date of purchase, while the other components are guaranteed for two (2) years.

Dated proof of purchase must be presented to activate the guarantee. The guarantee does not cover radiator transport, removal and installation costs.

The guarantee shall not apply if the appliance is installed, used or maintained in a way that does not comply with standards in force in the relevant country, good professional practice, or the manufacturer's instructions.

### Guarantee specific to dual-energy, towel-drying radiators

The guarantee for your dual-energy towel dryer is subject to the following reservations :

- water used in the heating circuit is neither aggressive nor corrosive.
- there are no traces of dissolved gases ( $O_2$ - $CO_2$ ), notably where gas-permeable materials are used (heating floor).

In such a case, thorough degasification must be performed upstream from the circulator and the bleed tap on the upper section of the appliance.



**Disposal of end-of-life electrical and electronic appliances.** This symbol indicates that this product should not be disposed of with household waste. It must be taken to a suitable collection point to be recycled. By disposing of this product correctly, you will help prevent potential negative consequences for the environment and human health.

Standby consumption for the appliance < 0.5W