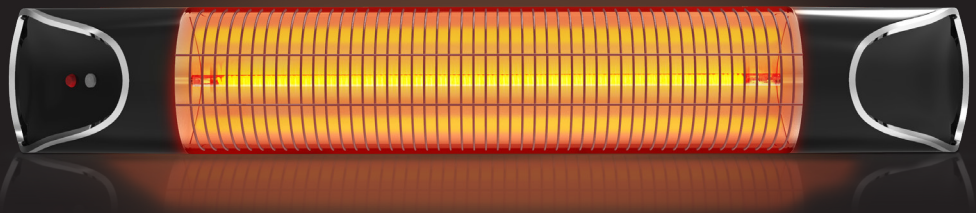


# TIVA™ Heater

*Indoor / Outdoor*

**Owner's Manual**

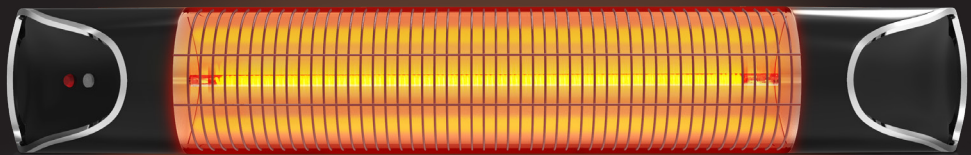


**Carbon Infrared Heater**

**AU**

# TIVA™ Heater *Indoor / Outdoor*

Congratulations on purchasing the TIVA™ Heater Indoor/Outdoor. Before installing and using the heater, please read this owner's manual carefully, and keep it somewhere safe for future reference.



## IMPORTANT:

The support tabs holding the heating element must be removed before use. Any damage caused by leaving these tabs in and using the heater is not covered under warranty and will incur a refurbishment fee to cover the cost of new parts and a servicing charge.



When returning a TIVA™ Heater Indoor/Outdoor it must be returned in its original packaging, including all packaging inserts. If a returned heater is damaged in transit and does not have the correct packaging, the customer will be held responsible for the damage and be required to pay a refurbishment fee to cover the cost of new parts and a servicing charge.

## SAFETY INSTRUCTIONS

Read all instructions before installing and using this heater.

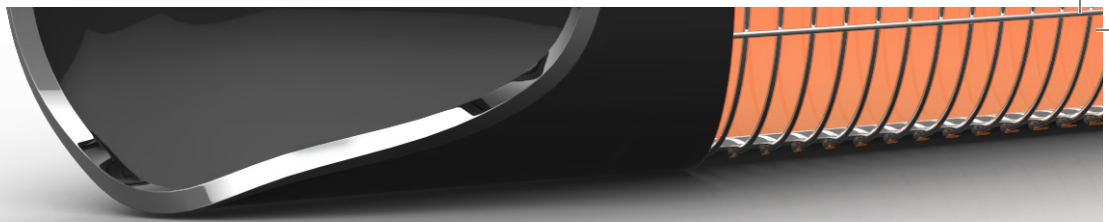
When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:



**WARNING: FIRE RISK EXISTS IF THE HEATER IS COVERED BY OR POSITIONED CLOSE TO CURTAINS OR OTHER COMBUSTIBLE MATERIALS.**

### WARNINGS:

- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental 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 of less than 3 years should be kept away unless continuously supervised.
- Children aged from 3 years and less than 8 years should 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 should not plug in, regulate and clean the appliance or perform user maintenance.
- Children should be supervised to ensure they do not play with the appliance.
- 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.
- WARNING: In order to avoid overheating, do not cover the heater.
- 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.
- 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.



- The heater must be installed at least 1.8m (6 ft) above the floor.
- This heater is designed for use on a 220-240V AC supply only.
- 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.
- The fireguard of this heater is intended to prevent direct access to heating elements and must be in place when the heater is in use.
- The fireguard does not give full protection for young children and persons with reduced physical, sensory or mental capabilities.
- This heater must be earthed. Connect to properly grounded outlets only.
- Ensure both plug and socket are clean and free from dust when using.
- To disconnect the heater from the power supply, turn off the heater, switch off the power point, grip the plug and pull from the power socket.
- Never pull by the cord.
- Never touch the plug with wet or moist hands.
- If using an extension lead, ensure that the lead it is rated 10A or higher and all connections are protected from the weather and water ingress.
- Regularly inspect the power cord and plug for wear or damage and do not operate the heater with a damaged cord, plug or loose socket or after the heater malfunctions, or has been dropped or damaged in any manner.
- We recommend not using a multi-board with your heater.
- Do not use the heater if the heating element is cracked or broken.
- The heater must not be located immediately below or in front of a socket outlet or connection box.
- Keep combustible materials such as furniture, pillows, bedding, paper, clothes and curtains at least 1.5m (5 ft) from the front of the heater and keep them away from the sides and rear.
- Do not allow the supply cord to sit or hang in front of the heater while in use.
- Do not use the heater in areas where gasoline, paint, flammable liquids or highly combustible dusts are used or stored.
- If this heater is to be used in bathroom, it is to be installed so that switches and other controls cannot be touched by a person in the bath or shower or using a sink or anything else that may involve wet hands or skin.
- Never locate heater where it may fall into a bathtub or other water container.
- Extreme care should be taken whenever the heater is left operating and unattended.
- Never use the heater while sleeping.
- Do not cover the heater.
- Do not insert any object into the heater.
- Never touch the heater while in use.
- Always disconnect the heater from the electricity supply and allow it to cool before adjusting the position or attempting to work on it.
- The heater is in stand-by mode when plugged in and can be turned on by the remote. When not in use, remove the plug from the wall socket outlet to completely turn off the heater.
- When used outdoors, always use a weatherproof power outlet and a residual current device (RCD).
- The TIVA™ Heater Indoor/Outdoor is protected from rain sprays. Do not direct water at the heater, e.g. splashing or from a garden hose.

## INTRODUCTION

Your TIVA™ Heater Indoor/Outdoor is a robust and weatherproof heater, ideal for both indoor and outdoor use. Requiring no time to heat up, it provides comfortable heat instantly.

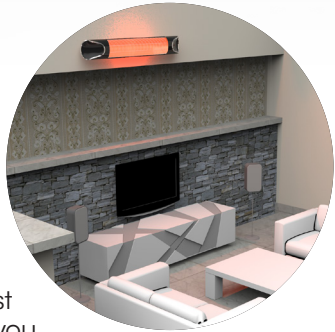
That's because the TIVA™ Heater Indoor/Outdoor's carbon infrared lamp produces instant radiant heat. Unlike conventional convection heating, the TIVA™ Heater Indoor/Outdoor doesn't heat the air. Rather, it transfers radiant heat from the TIVA™ Heater Indoor/Outdoor lamp to an object, just like the warmth of the sun heating a rock, or the feeling of sunshine on your face.

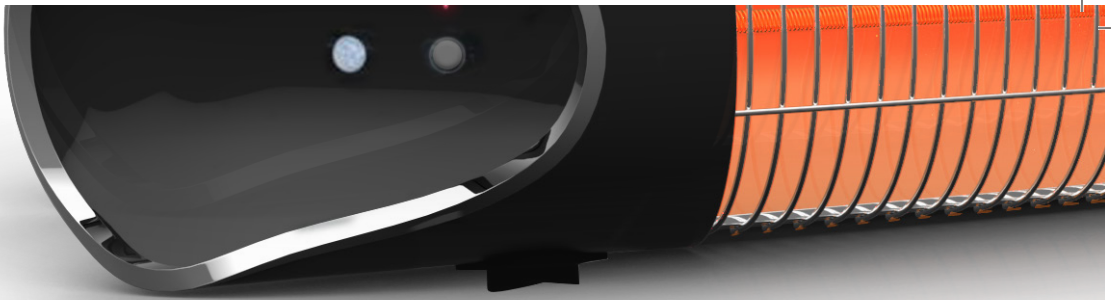
## INDOORS

Used indoors, your TIVA™ Heater Indoor/Outdoor will only warm you and objects in the room, such as carpets or furniture. It won't heat and dry out the air.

## OUTDOORS

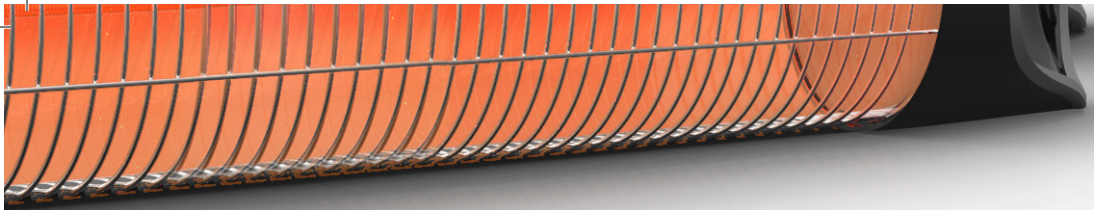
In an outdoor environment, the surrounding air is constantly moving. This makes convection heating impractical because once the air is heated, it just blows away - leaving you without the warmth you desire. But the TIVA™ Heater Indoor/Outdoor enables you to target outdoor areas, warming only the people and objects in the heater's path, for maximum warmth and maximum efficiency.





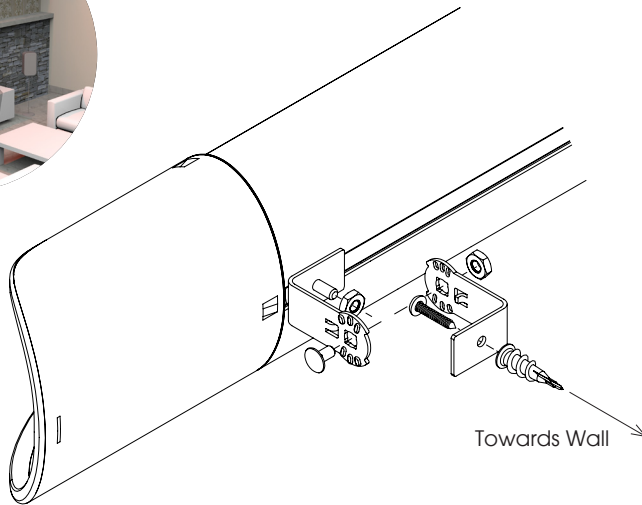
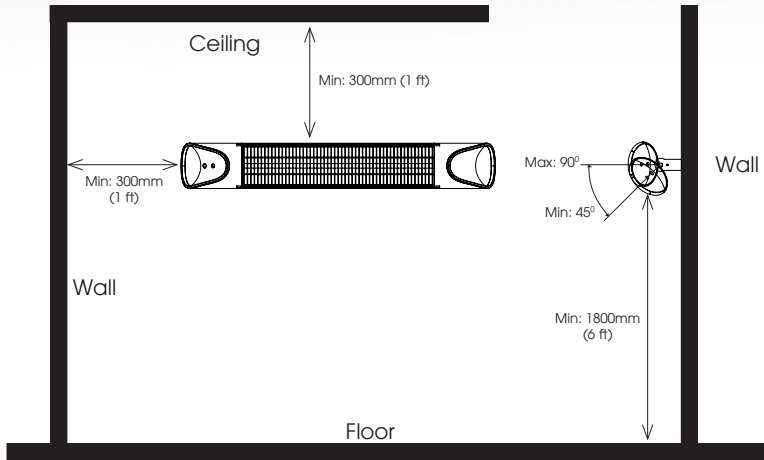
## WALL MOUNTING INSTALLATION

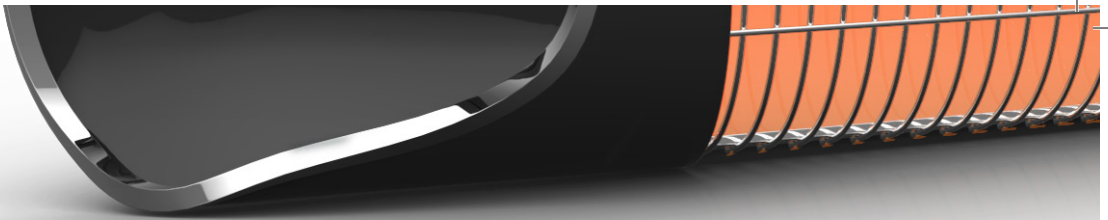
- The TIVA™ Heater Indoor/Outdoor must be mounted horizontally only. If using the standard plug, an electrician is not required for installation. A qualified electrician is only required if the Instant Heater is being hard wired into the wall.
- **DO NOT** install the heater on an inflammable surface.
- The lowest part of the heater must be located at or above a minimum height of 1.8m (6 ft) from ground level, so that the heater cannot be touched when in operation.
- When mounting, do not angle the face of the heater higher than 90° or lower than 45° from the surface (Refer to the installation diagram on the next page).
- **NOTE:** If this range of angles is exceeded, the heater it will automatically switch off.
- Ensure the orientation is correct. The end with the cord and display panel should be to the left-hand side.
- Keep the power cord away from the body of the heater, as the body will get hot when the heater is in use.
- When mounting the heater, pay attention to the minimum safe distance between the heater body and inflammable surfaces.
- The heater should always have a minimum clearance of 0.3m (1 ft) from a ceiling and adjacent walls.
- When used outdoors, always use a weatherproof power outlet and a residual current device (RCD).
- Before drilling mounting holes, make sure there are no wires or water pipes behind the wall or ceiling onto which the heater is to be mounted.
- The heater must be installed using the mounting brackets provided.
- Fasten the brackets securely to the mounting surface and the back of the heater using the nuts and bolts supplied.
- Fasten the heater securely onto the brackets using the nuts and bolts supplied.
- The brackets can be used to adjust the direction of the heater. Adjust the heater angle by loosening the two bolts that connect the bracket halves, adjust and retighten.



Front View

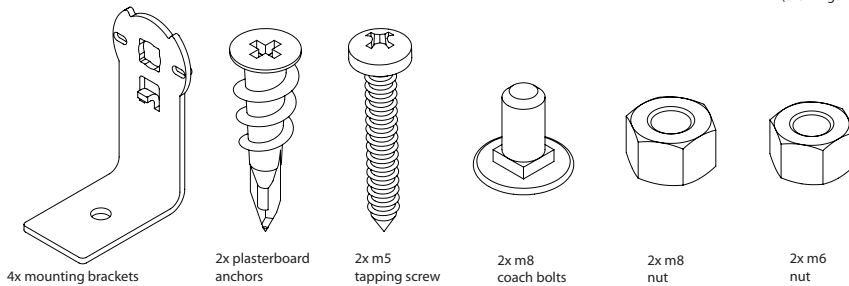
Side View





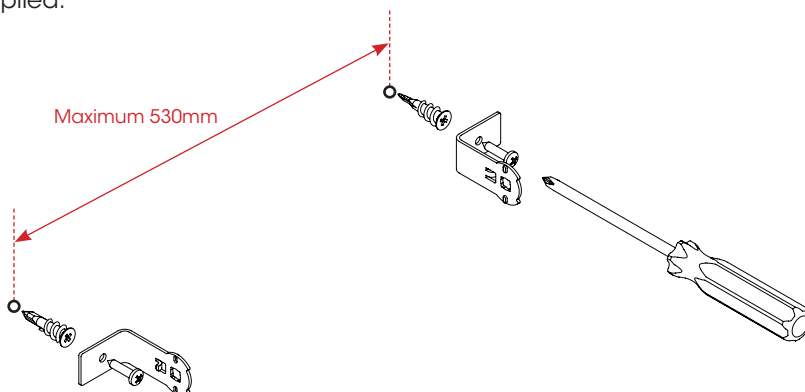
## PARTS & ASSEMBLY

(drawings not to scale)

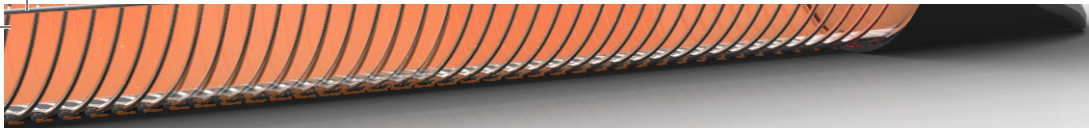


## WALL MOUNTING

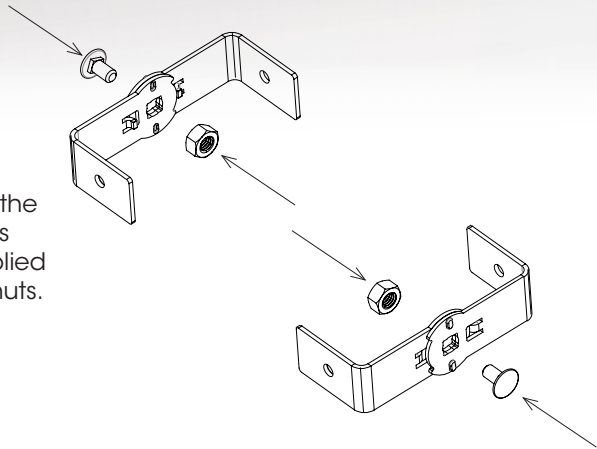
1. Measure & secure 2 mounting brackets on a wall up to a maximum of 530mm horizontally apart, measured from the hole centres. Where possible locate solid fixing points in the wall such as in the studs which will provide the most secure fixing point and usually will not require plasterboard anchors. If the studs cannot be located or are not in a convenient location then ensure you use the correct wall anchors for your wall, plasterboard anchors are supplied.



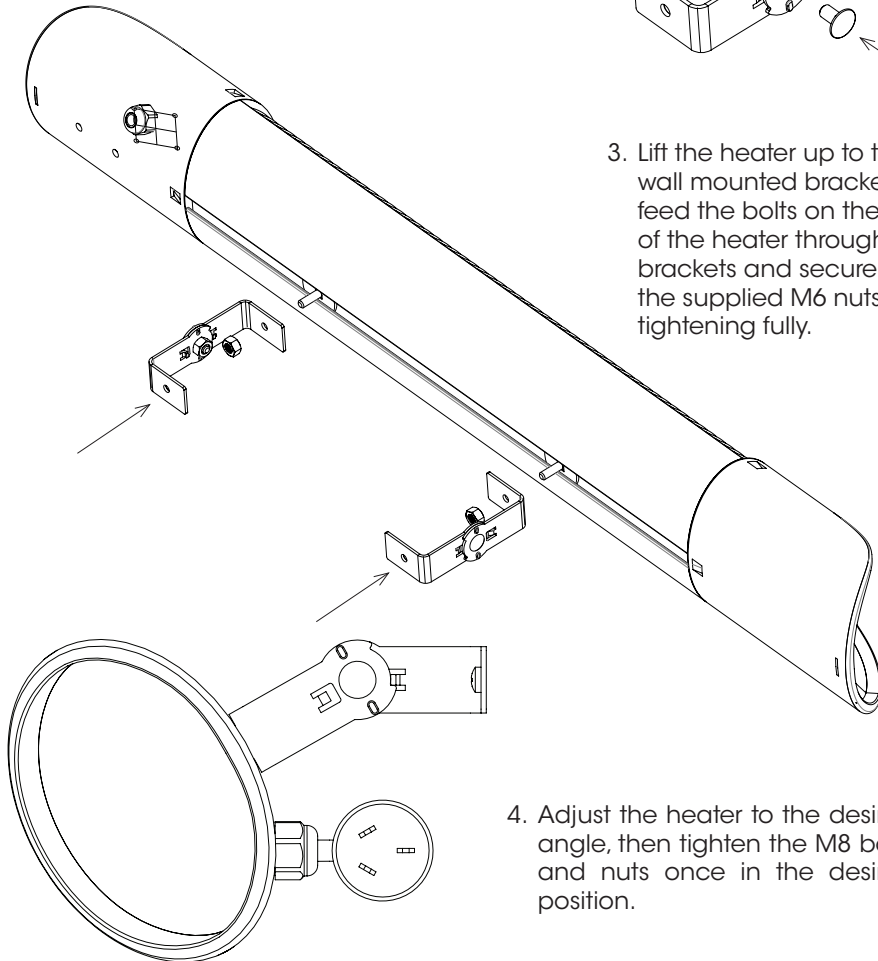




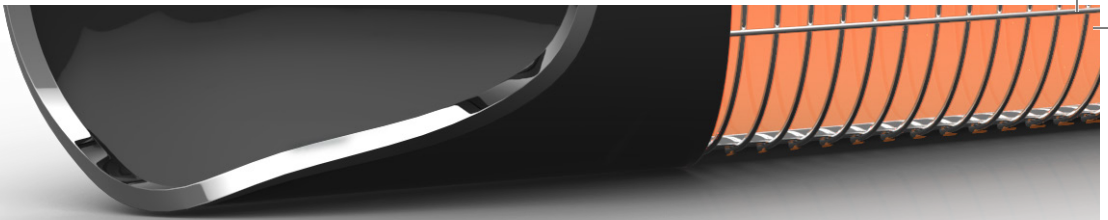
2. Bolt the remaining 2 mounting brackets to the wall mounted brackets loosely using the supplied M8 coach bolts and nuts.



3. Lift the heater up to the wall mounted brackets, feed the bolts on the back of the heater through the brackets and secure using the supplied M6 nuts, tightening fully.



4. Adjust the heater to the desired angle, then tighten the M8 bolts and nuts once in the desired position.

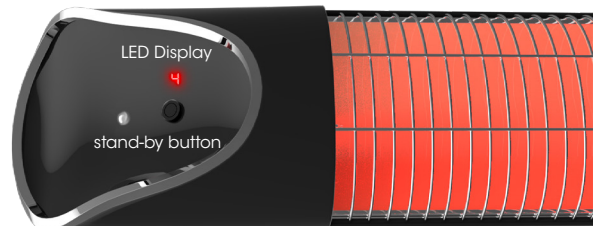


## HEATER OPERATION

- To turn the heater on, press the stand-by button on the unit or on the remote.
- Using the remote, press the level button then change the power setting by pressing the up or down arrow buttons.
- Press the timer button then set the sleep timer by pressing the arrow buttons.
- To go back to stand-by mode, press the stand-by button on the unit or on the remote.
- Press the sensor button on the remote to set to the motion sensor mode. While in this mode, when motion is detected, heater will stay on for 15 minutes. If no motion is detected during this 15 minute period, the heating element will turn off (during this mode, the LED will display A-). If no motion is detected within 1 hour of this state, the heater will revert to the normal standby mode (need to press stand-by button to turn on heater, and no longer in motion sensor mode). To activate motion sensor mode again, press the sensor button on the remote.



Battery Compartment





## REPLACING THE BATTERY

- Press the battery compartment release button and then slide out the battery tray.
- Remove the old battery and put the new battery in, making sure that the battery's positive side is facing up. Use only a CR2025 or CR2032 battery in this remote control.
- Slide the battery tray back into the remote control until it clicks.

Note: Do not allow water or liquid to get into the remote control.

## CLEANING AND MAINTENANCE

- Always disconnect the heater from the power supply and allow it to cool before attempting any maintenance.
- If the heater has collected dust or dirt inside the unit or around the heating element, DO NOT operate the heater in this condition. Always have the unit cleaned by a qualified service agent.
- The only maintenance required by the owner is cleaning of the external surfaces.
- Use a damp cloth to wipe the outside of the heater. DO NOT use powerful abrasive or solvent cleaning fluids when cleaning the heater as they may damage the plastic parts.
- If the heater is to be removed from its mounting position when not in use, always store it carefully in a safe, dry, childproof location.
- Do not touch the heating element with bare fingers, as residue from your hand could affect the life of the lamp. If the lamp is accidentally touched, remove the finger marks with a soft cloth moistened with methylated spirit or alcohol. Always allow the methylated spirit or alcohol to completely evaporate before using the heater.
- Do not attempt to repair or adjust any electrical or mechanical functions on the heater.
- The heater contains no user-serviceable parts. Should the product suffer damage or breakdown, it must be returned to the manufacturer or its service agent.
- Damaged power cords are to be replaced by the manufacturer, service agent or similarly qualified person.



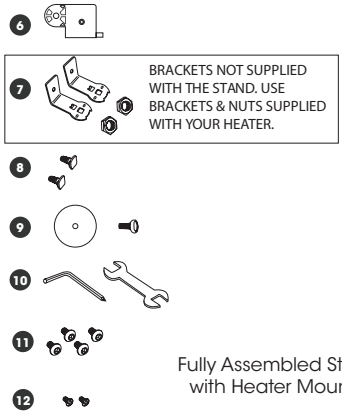
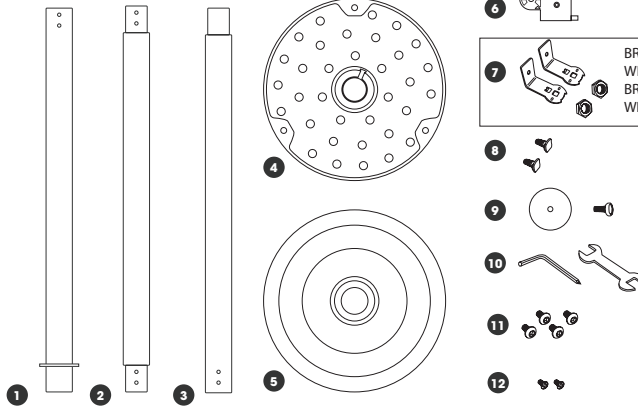
## RECYCLING

At the end of the product's useful life it should not be disposed of with household waste. Please check with your Local Authority or recycling advice in your country. Always recycle where facilities exist.

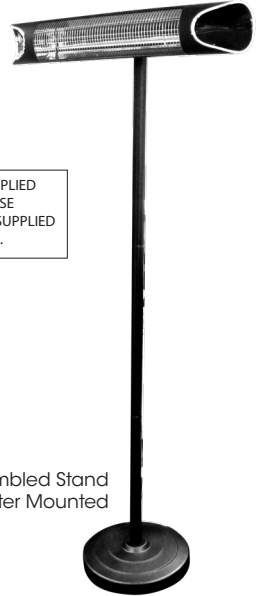
**HEATER STAND SOLD SEPARATELY. IF YOU HAVE PURCHASED A STAND  
PLEASE REFER TO THE ASSEMBLY INSTRUCTIONS FOLLOWING**

**STAND ASSEMBLY INSTRUCTIONS**

**PARTS**



Fully Assembled Stand with Heater Mounted



- 1) Base Pole
- 2) Middle Pole
- 3) Top Pole
- 4) Stand Weight
- 5) Stand Weight Cover
- 6) Bracket Head
- 7) Bracket Head Arms (x2)
- 8) Bracket Head Arm Bolts and washers

- 9) Base Bolt, Spring Washer, Large Washer (80mm)
- 10) Allen Key/Screwdriver Tool & Spanner Tool
- 11) M6 Button Head Cap Screws (x4)
- 12) Bracket Head Screws (x2)

**IMPORTANT**

- The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction
- Children being supervised not to play with the appliance
- The heater must not be located immediately below a socket-outlet.
- 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:** In order to avoid overheating, do not cover the heater.

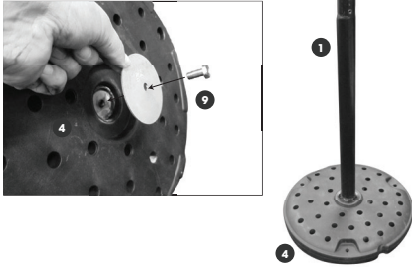
**WARNING:** This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.

**WARNING:** 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.

- 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.

**IMPORTANT: THE HEATER MUST BE PLACED AT LEAST 1.5M AWAY FROM THE WALL THAT IT FACES, AND 1M AWAY FROM THE WALLS ON THE SIDE.**

### STEP 1



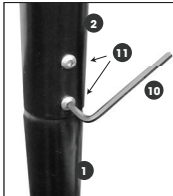
Bolt the the base pole (1) to the stand weight (4) from the bottom of the stand weight, making sure to add the large washer (9) between the bolt and the stand weight.

### STEP 2



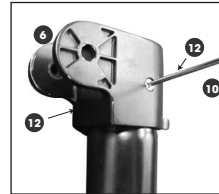
Put Plastic cover (5) over the stand weight (4)

### STEP 3



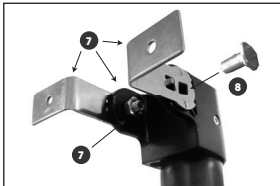
Insert the middle pole into the base pole. Secure by screwing together with 2x M6 button head cap screws (11). Tighten with the provided allen key (10).

### STEP 4



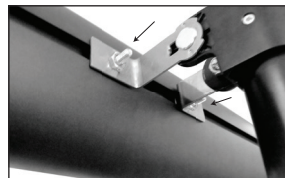
Attach the bracket head (6) to the top of the top pole, ensuring the protruding bracket arms are facing away from the screw holes at the opposite end of the pole. Secure with screws on either side (12).

### STEP 5



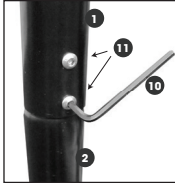
Bolt brackets (7) onto outside of bracket head arms, put locking nut (7) onto bolt on the inside of bracket, set at desired angle and tighten with provided spanner (10).

### STEP 6



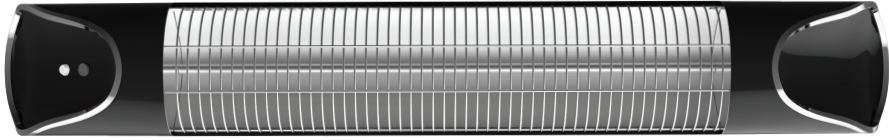
Attach heater to brackets and tighten.

## STEP 7



Insert the top pole with heater attached into the middle pole. Secure by screwing together with 2x M6 button head cap screws (11). Tighten with the provided allen key (10).

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## Specifications

Model	SNBHTR
Voltage (V)	220-240V AC , 50 Hz / 60 Hz
Power (W)	2000W
Water Ingress Protection	IPX4
Dimensions W x H x D (mm)	900 x 130 x 90
Weight (kg)	2.6kg
Class	I

## Troubleshooting Error Codes

Code	Reasons & Solutions
23	If the display shows 23, it means that the heater is installed in the incorrect orientation. In this case, the heater needs to be turned around so that the display is on the left side facing horizontally at an angle between 45-90 degree.
E1	This refers to the internal high temperature. When the PCB temperature is detected as too high it will automatically shut off. Allow the heater to cool and when the temperature drops, it will work normally.
E2	This refers to incorrect position or installation of the heater. The display will show this error if the heater is facing at an angle higher than 90 degrees or lower than 45 degrees. Switch the power off and adjust to the correct angle, then it can be switched back on for normal use. NB the cord must come from the left side when facing the heater.
E3	This is an internal circuit error. The power cord should be pulled out and do not use the heater, instead contact Customer Service.



## ONE (1) YEAR LIMITED REPLACEMENT WARRANTY STATEMENT

If your product becomes defective due to faulty material or workmanship within a period of 1 year from the date of purchase, we warrant to do the following:

- **For New Zealand Consumers:** We will replace the product with a new product, free of charge, or repair the product at our cost, at our discretion.
- **For Australian Consumers:** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**Your warranty is subject to the following conditions:**

- **DO NOT** operate the appliance with a damaged plug or cord, or if the unit has been dropped, damaged or dropped in water. To avoid the risk of electric shock, do not disassemble or attempt to repair the appliance on your own. If the supply cord is damaged, **it must be replaced by a qualified electrician in order to avoid a hazard.** Incorrect re-assembly or repair can cause a risk of electric shock or injury to persons when the appliance is used.
- The item has not been misused, abused, neglected, altered, modified or repaired by anyone.
- The item has been subjected to fair wear and tear
- The item has not been used for trade, professional or hire purposes.
- The item has not sustained damage through foreign objects, substances or accident.

**Your warranty does not cover;**

- Components that are subject to natural wear and tear caused by normal use in accordance with operating instructions.
- Unauthorised/improper maintenance/handling or overload is excluded from this warranty.
- For guarantee claims, you will need to submit a proof of purchase in the form of a valid receipt that displays date and place of purchase.

This warranty does not replace but is in addition to your statutory rights.

This warranty does not apply to accessories supplied with the item.

This warranty applies only to the original purchaser and may not be transferred.

Replacement items will be covered by the limited warranty for the balance of the warranty period from the date of the original purchase.

**Please note:**

Only the defective product or parts returned to place of purchase will be replaced under this warranty.

### **Australia Contact**

#### **Brand Developers Aust Pty Ltd**

Warehouse A, 9 Kimpton Way,  
Altona, VIC 3018, AUSTRALIA  
FAX: +61 3 9681 7825

**AUST Customer Care:**

Email: [customerservice@tvshop.com.au](mailto:customerservice@tvshop.com.au)  
Phone: 1800 890 840

### **New Zealand Contact**

#### **Brand Developers Limited**

Unit H, 686 Rosebank Road,  
Avondale 1026, Auckland, New Zealand  
PO Box 33604, Takapuna, Auckland 0740  
FAX: +64 9 306 8203

**NZ Customer Care:**

Email: [customerservice@tvshop.co.nz](mailto:customerservice@tvshop.co.nz)  
Phone: 0800 002 999







# TIVA™ Heater *Indoor / Outdoor*



**Exclusively Distributed  
Throughout Australasia by:**

**Brand Developers Aust Pty Ltd**

Warehouse A, 9 Kimpton Way,  
Altona, VIC 3018, AUSTRALIA

FAX: +61 3 9681 7825

AUST Customer Care:

Email: [customerservice@tvshop.com.au](mailto:customerservice@tvshop.com.au)

Ph: 1800 890 840

**Brand Developers Limited**

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FAX: +64 9 306 8203

NZ Customer Care:

Email: [customerservice@tvshop.co.nz](mailto:customerservice@tvshop.co.nz)

Phone: 0800 002 999

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