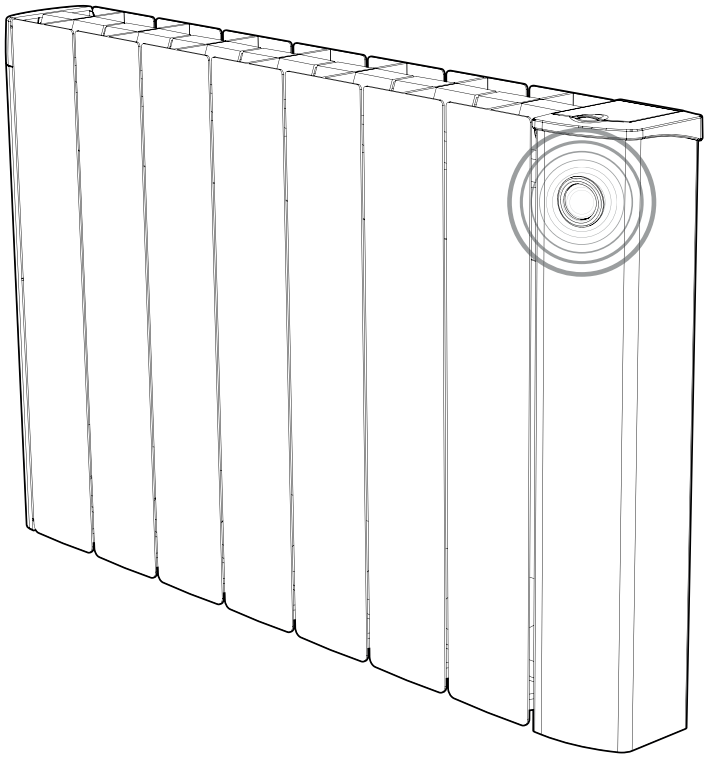
NEOMITIS

Creating innovative solutions for ambient comfort

EcoSens®
Innovation Pack

Auto-adaptative auto-programming

Occupancy detection
Dual optimisation feature



Installation and Operating

INSTRUCTIONS

Electric radiator with mineral oil

GAUGE AND ENERGY CONSUMPTION INDICATION- OPEN WINDOW DETECTION- 7 DAY AND DAILY PROGRAMME - TEMPERATURE CONTROL LIMITATION - PIN CODE LOCK

ECOSENS® INNOVATION PACK: OCCUPANCY DETECTION - AUTOMATIC PROGRAMMING WITH SELF-LEARNING PROCESS AND DUAL OPTIMISATION FEATURE

Loweam

Gentle warmth, performance and energy savings thanks to the smart features of the EcoSens® Pack

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See our interactive guide by scanning the QR code with your smartphone

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INSTALLING THE HEATING DEVICE

WARNINGS AND PRECAUTIONS

• Warnings

All damage resulting from non-compliance with this advice gives rise to non-application of the terms of the manufacturer's warranty.

- Do not use the appliance outdoors.
- Your appliance is intended for domestic usage and must not be used for other purposes.
- If the appliance has fallen on the ground, has been damaged or does not work properly, do not switch it on and ensure that the power supply to it has been cut off (by means of a fuse or a circuit breaker).
- Never disassemble the appliance. A badly-repaired appliance may present risks for the user.
- Please consult your local point of sales regarding any problems.
- If the power supply cable is damaged, it must be replaced by the manufacturer, its after-sales service department or another electrical professional in order to avoid any dangers arising.
- This heating device has been filled with a precise quantity of special oil, (a product safety data sheet is available upon request).
  Should a leak occur, switch off the appliance, put it somewhere out of the way so that the fluid spill does not spread and so that the thermal fluid is not accidentally swallowed by a child, and then immediately contact the company that sold you the appliance or a representative of the manufacturer. Any operation requiring the opening of one of the plugs of the oil tank should be carried out by the authorized representative of the manufacturer.
- When the heating appliance is scrapped, comply with legislation and regulations regarding disposal of the oil.

- **WARNING: in order to avoid overheating, don't cover the device.** If the device is covered, the rise in temperature will trigger the internal circuit breaker. Any damage caused by this will invalidate the warranty.
- 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.

  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.

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.

When the appliance is in heating, make sure they don't lean on it and don't play nearby. Vulnerable and young children should not be left in the vicinity of the heater unless a suitable guard is fitted.

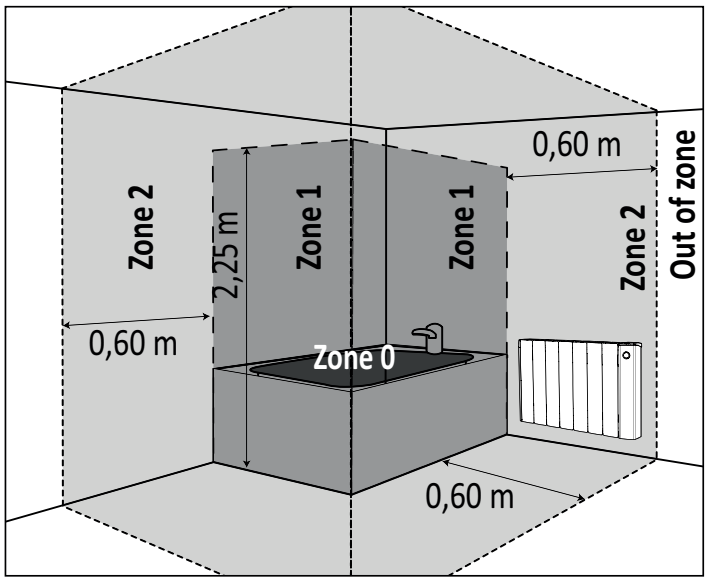
The normal cleaning is the responsibility of an adult who has read the instructions and understood the operation of the appliance.

Any other operation or technical intervention must be performed by a qualified professional installer.

- Do not insert objects or paper in the appliance.
- If the removal of the appliance is necessary, do not remove or refit the appliance onto the wall-mounting brackets without making sure it is cold and the main electrical supply and main board to the system are off.

• Suggestion, positioning, location

Before connecting up the radiator to the mains power supply, switch off mains power at the main circuit breaker.
This electric radiator is a class II double insulated IP24 device, therefore it can be installed in all the rooms of a house including in safety zones 2 and Out of zone in bathrooms, but sheltered from water splashes.
The heating device must be installed in such a way that on-off switches and other control devices cannot be touched by a person located **in a bathtub or in a shower cabinet** (in accordance with I.E.E. Wiring Regulations (BS 7671:2008).
The radiator must not be located immediately below a socket-outlet.
The radiator must be installed at least 15cm from any obstacle (ie shelving, curtains, items of furniture, etc.).
A mean of disconnection mains supply capable of disconnecting all poles, having a contact separation of at least 3mm in accordance with local regulations and installation rules.



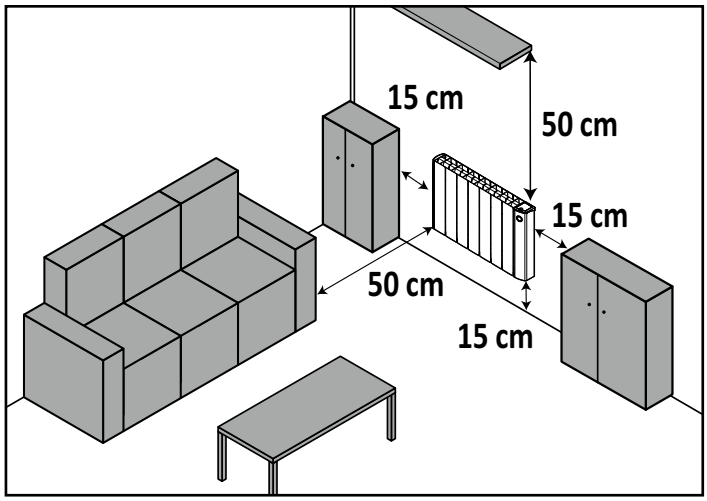
Zone 0
Zone 1
No electric heating device.

Zone 2
Electric heating device of class II and IPX4 protected by a differential circuit breaker 30mA.

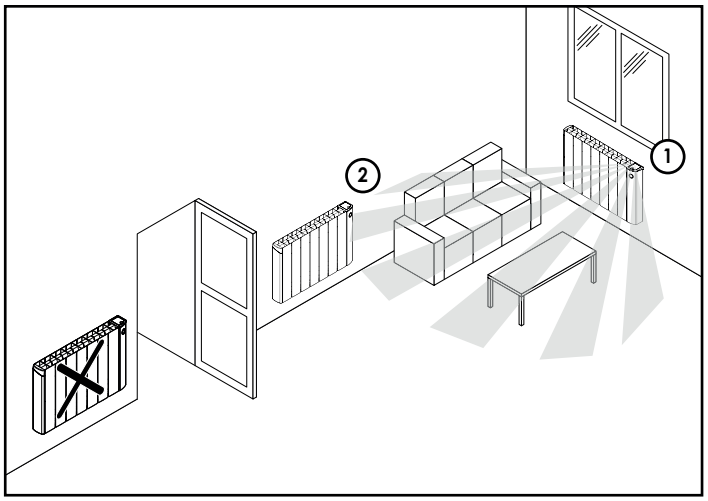
Out of zone
Electric heating device of class I or II protected by a differential circuit breaker 30mA.

This picture is only for your reference. In any case, the product must be installed by a qualified professional installer, according to applicable standards and directives of the country in which it is installed.

Locate the heater within minimum distances from obstacles.



Installation recommended in the context of using automatic open window detection and occupancy detection.



Legend installation layout diagram

(1) = The ideal recommended location
(2) = Alternative location

CONNECTING, WALL-MOUNTING PROCEDURE

• Connecting the device

All electrical installation work should be carried out by a suitably qualified Electrician or other competent person.

- The power supply of the device must have a means of disconnection, a main supply capable of disconnecting all poles, having a contact separation of at least 3mm in accordance with local regulations and installation rules, a protection by a 30mA differential switch and a protection device against overloads adapted to the characteristics of the connecting line.
- Before you first use the equipment, check that the voltage used does indeed match that listed on the device.
- This radiator is a class II device (meaning that it has double electrical insulation). Connection to earth is prohibited.
- **The three wires** must be connected in an electrical connection fuse spur box which complies with applicable standards.
- In accordance with european standards, **the use of a plug to connect the equipment to a power socket is forbidden.**

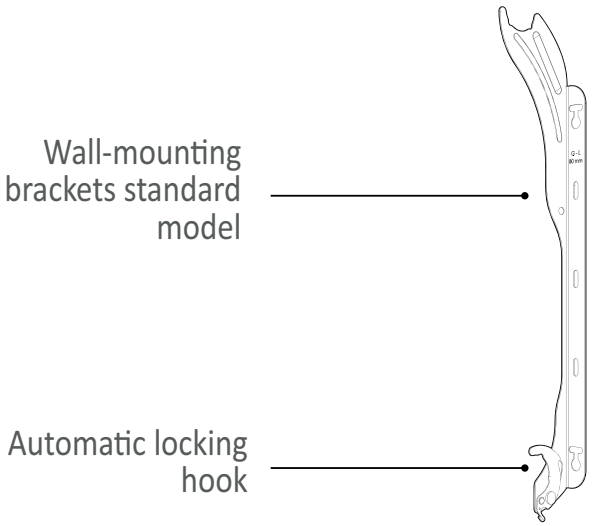
ELECTRICAL CONNECTIONS

⚠ Monophase power supply 230V +/-10% 50Hz

You must keep the pilot wire insulated if it is not used. Do not connect the pilot wire (black wire) to earth.

- Blue-grey wire: Neutral
- Brown wire: Phase
- Black wire: Pilot wire (DO NOT CONNECT) ONLY TO BE USED WITH AN EXTERNAL CONTROLLER.

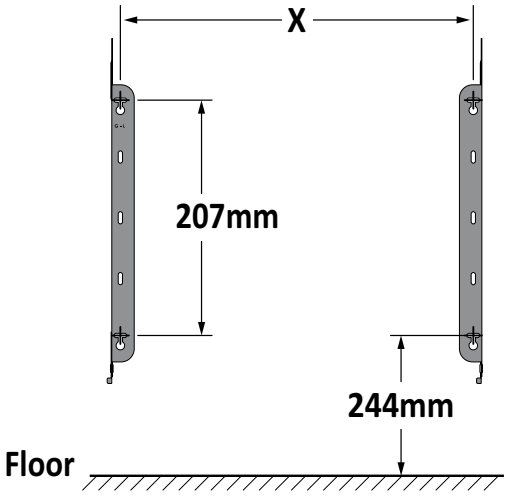
• Description of wall-mounting brackets



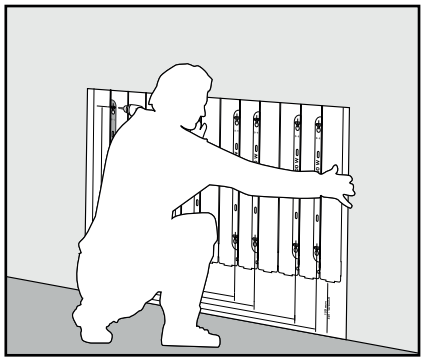
• Positioning of the wall mounting bracket and tracing

Fix the bracket according to the dimensions specified in the enclosed table template, use the drilling template supplied to install and fix your radiator onto the wall.

References	Power outputs (W)	X = Width fixing holes in (mm)
PL0507A	500	137
PL0757A	750	299
PL1007A	1000	379
PL1257A	1250	541
PL1507A	1500	703
PL1707A	1700	864



Stage 1

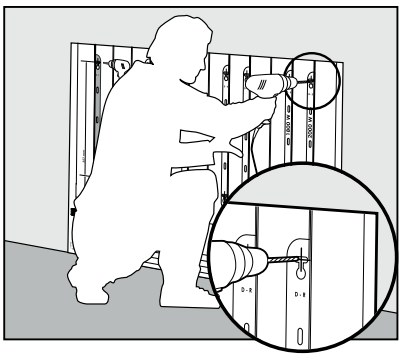


Open the template and position it against the wall, at the desired location. Ensure that the bottom of the template touches the floor or the top of the skirting board, in order that the fitting height can be adjusted.

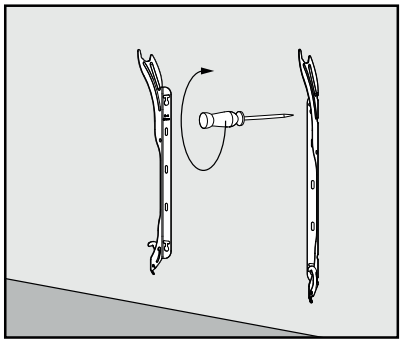
• Installation of the wall-mounting brackets

Stage 2

Find the power of your radiator and drill the corresponding holes into the wall.



Stage 3
Remove the template then screw the wall-mounting brackets of the electric radiator into the wall.

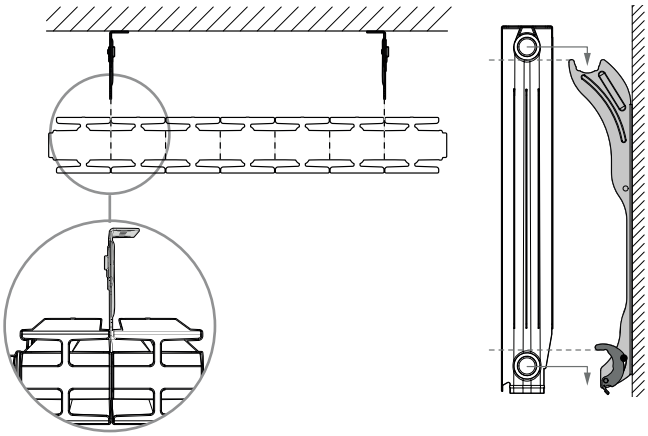


IMPORTANT: use a screw anchor which is suitable in relation to the wall type (screws and screw anchors not supplied).

- **Setting up of the radiator on the wall-mounting brackets**

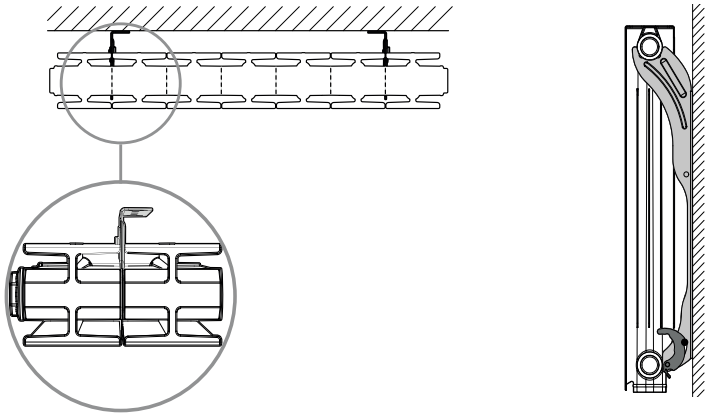
1- Take the radiator by the sides and lift it slightly by presenting it parallel to the wall.

Top view Side view

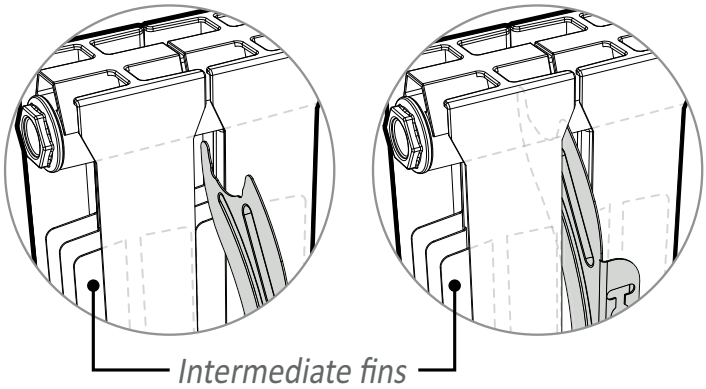


2- Place the radiator on the wall-mounting brackets.

Top view Side view



At the back of the product, make sure that each wall-mounting bracket is inserted between the intermediate fins without altering them.



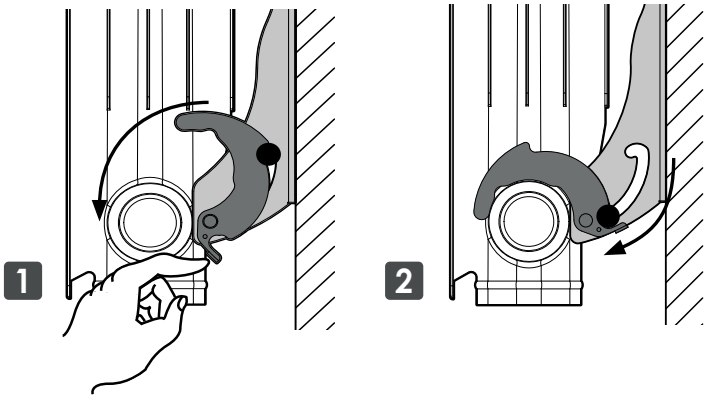
The wall mounting brackets are designed to secure the installation and to limit the movement of the device in case of impact.

- **Automatic lock of wall-mounting brackets**

After the installation of the radiator on the wall-mounting brackets, proceed to the locking proceed feature below:

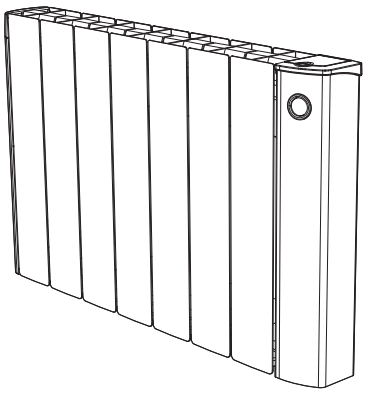
1- Fold down the hooks.

2- The rivet goes down into the notch and automatically locks the wall-mounting bracket. Make sure that the rivet is well down at the end of the notch.



The anti-tilt safety is in place, the radiator can not be unhooked from the wall without unlocking.

OVERVIEW



Thank you for choosing one of our products we are confident that you will get many years of service.

Our range of electric radiators with thermal fluid and innovative style was designed and developed to bring you the comfort of heating without maintenance and significant energy savings thanks to the EcoSens® technology: your NEOMITIS radiator incorporates innovative technologies designed for your comfort and to increase your energy saving through, control performance PID (stability), occupancy detection, open window detection, 7 day and daily programme, optimisation features.

In new build or renovation applications, our radiators will provide you with comfort and satisfaction!

BENEFITS

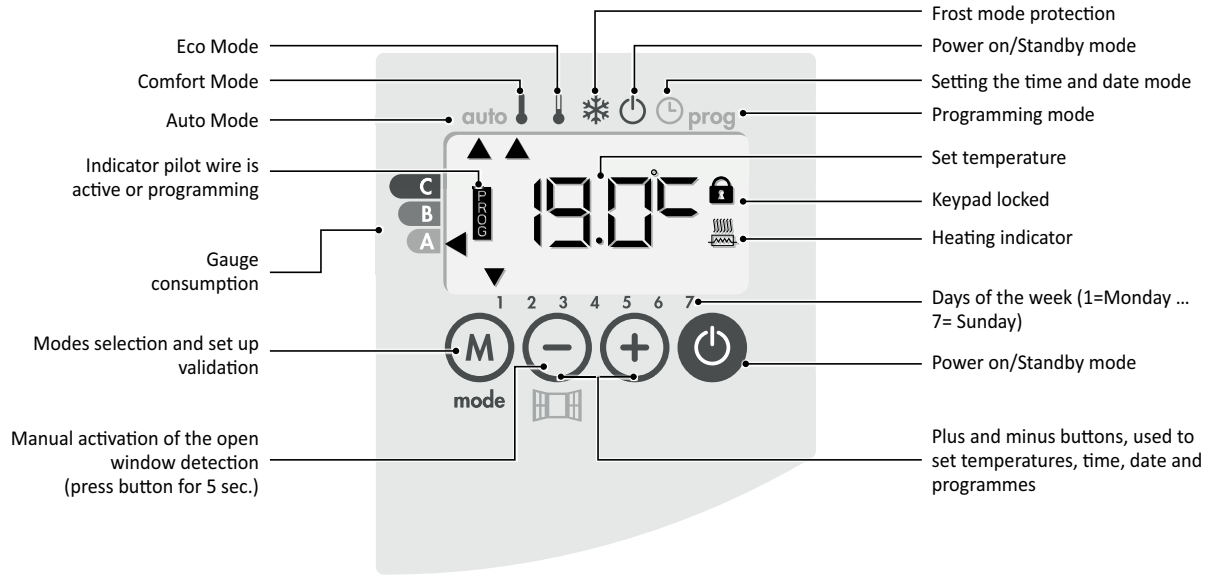
- **A range of powers adapted to the dimension of your housing:** from 500W to 1700W, the radiator enables you to optimise your electricity bills in line with your actual needs.
- **The comfort of central heating:** This concept with mineral oil circulation ensures a gentle heat and a stable temperature. The aluminum alloy heating body optimises the heat diffusion.
- **Great attention paid to design:** the perfect finish of the radiator, covered with epoxy paint makes the product simple and exclusive. It will adapt to all home decoration styles.
- **Help for the visually impaired:** the button ⏻ power on/Standby mode is designed to be easily identifiable to the touch. The device has audible beeps indicating the change from the Standby mode to active mode.
- **Easy to set:** The display has a white backlight to make settings easier to access and view, controls are positioned on the upper part of the radiator, the keypad is also protected by a translucent lid. Setting the radiator is simple, straightforward and intuitive.

- The Pack EcoSens® features, assist in Energy Savings !

- **Gauge consumption:** An automatic indication of the level of energy consumption according to the set temperature.
- **Energy consumption indication:** Posting of the estimated amount of energy consumed in kWh since the last reset to 0 of the energy meter.
- **Open window detection:** Automatic switching to frost protection mode when Loweam detects a significant drop in temperature.
- **Occupancy detection integrated:** During an unoccupied period, the radiator decreases automatically and progressively the temperature setting.
- **MY ECOSENS Smart Auto-programmable radiator:** The radiator adopts the learning mode as soon as it is put into operation and without any prior adjustment, this enables it to understand and memorise your life patterns: detecting and adapting to periods of absence and presence. The initial learning phase lasts 7 days, but the product will perpetually learn and adapt to changes in your occupancy patterns, adapting week after week to optimise to any changes. The products intelligent algorithm analyses this information in real-time in order to optimise and adapt the program for the coming weeks.
  The goal: to simplify your life, to anticipate your comfort needs and to continuously maximum energy savings.
- **Dual optimisation feature, allows you to optimise your programming by favouring comfort or savings:** Dependent on various parameters: inertia of the room, ambient temperature, desired temperature, seasonality, the radiators will calculate and optimise its programming for the periods of comfort and economy (Eco) depending on your preference:
  - **Whilst in the OPTI ECO (priority to economy) mode,** the processors within the radiator will calculate the best compromise to guarantee maximum energy efficiency throughout the programmed periods of temperature variation (increase/decrease).
    This mode effectively accepts a slight reduction in the temperature levels both at the beginning and the end of the comfort periods, to maximise energy efficiency.
  - **Whilst in the OPTI COMFORT (priority to comfort) mode,** the processors within the radiator will calculate the best compromise to guarantee maximum user comfort throughout the programmed periods of temperature variation (increase/decrease). This mode will look to anticipate and maintain the set comfort temperature during all detected periods of occupancy within the area.
- **7 day programme:** In addition to the auto-programming, you have the option, for each day of the week, of assigning four different program profiles: P1, P2, P3 Comfort mode, Eco mode.
- **Special safety for social or private rental housing:**
  - Limits of the adjustment range of the Comfort set temperature.
  - Administrator/installer PIN code.
- **"Smart" electronic controller:** This means stable and accurate temperatures in your home all year round.
- **Set temperature can be viewed in all operating modes.**
- **Active memory:** Permanent backup of all settings and programming, backup date and time of 16hrs typical.
- **Overheating protection:** The radiators are equipped with a system protecting the device against any overheating.
- **No risk of the radiator falling off the wall:** Secure patented wall brackets fixing system.
- **Child anti-tamper:** Keypad lock, making changes impossible.

OPERATING

OVERVIEW



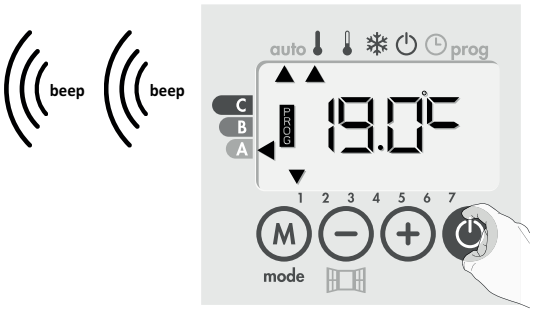
Important: In Auto, Comfort, Eco and Standby modes, after 20 seconds timeout, the backlight switches off automatically. It will be necessary to reactivate it by pressing a button on the control panel before setting.

Note
Before carrying out any setting procedures, ensure that the keypad is indeed unlocked (see page 10).

POWER ON/STANDBY MODE

Power on feature

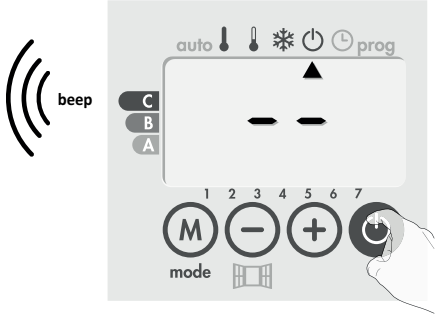
Press the ⏻ button to put the device in operation in its Auto mode.



Help for the visually impaired: sound signals
The device makes two short beeps to notify that it is in operation, in Auto mode.

Standby mode

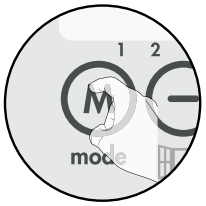
This function allows you to stop the heating, for example when it is summer time. Press the ⏻ button to put the device in Standby mode.



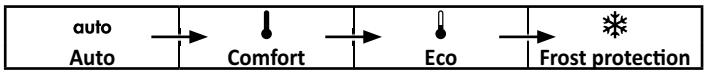
Help for the visually impaired: sound signals
The device makes one short beep to notify that it is in Standby mode.

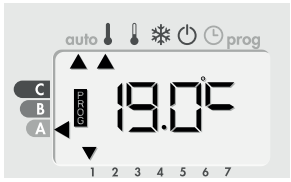
SELECTION OF AN OPERATING MODE

The Ⓜ button allows you to adapt the operating schedule of your radiator to your needs, depending on the season, whether your home is occupied or not. By pressing the Ⓜ button once or several times, select the required mode.



Mode sequence:

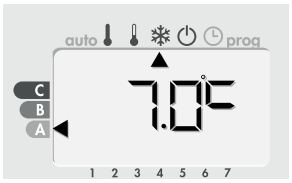


Mode	Display
• auto **Auto mode** In Automatic Mode, the device will automatically change from Comfort mode to Eco mode according to the established programme. **Help for the visually impaired: sounds signals** When the Auto mode is selected using the Ⓜ button, the device makes 2 successive short beeps to notify that Auto mode is enabled.	

2 different cases depending on your set-up:

1 **7 day and daily programme**
Your radiator has been programmed and is executing Comfort and Eco mode orders in line with the settings and time periods you have selected (see "Programming" chapter page 10).

2 **Programming by pilot wire (not normally used in the UK)**
If you do not want to use the programming feature.
Orders sent by the pilot wire will only be applied **in Auto mode**, thus your device will automatically receive and apply the programmed orders sent by your power manager or your time switches (see "Information about remote control by pilot wire" chapter page 13).

Mode	Display
• **Comfort mode** Non-stop Comfort mode. The radiator will operate 24 hours a day to achieve the temperature which has been set (e.g. 19°C). The Comfort mode temperature level can be set by the user (see page 9).	
• **Eco mode** Eco, which means the Comfort Mode temperature minus 3.5°C. This enables you to lower the temperature without having to reset the Comfort Mode temperature. Select this mode for short-term absences (between 2 and 24h) and during the night.	
• **Frost protection mode** This mode enables you to protect your home against the effects of cold weather (frozen pipes, etc.), by maintaining a minimum temperature of 7°C in it at all times. Select this mode when you will be away from your home for a long time (more than 5 days).	

Restoring factory settings See page 18.

PACK +: GAUGE CONSUMPTION, ENERGY SAVINGS

The Energy Saving Trust (EST) and carbon trust recommend reducing temperature control down by 1°C to save up to 10% of your energy bill.
In the radiators display, a selector indicates the energy comsumption level by positioning it in front of the colour: red, orange or green.
So, depending on the set temperature, you can choose your level of energy usage.
As the temperature setting increases, the consumption will be higher.
The gauge appears in Auto, Comfort, Eco and Frost protection modes regardless of the level of temperature.

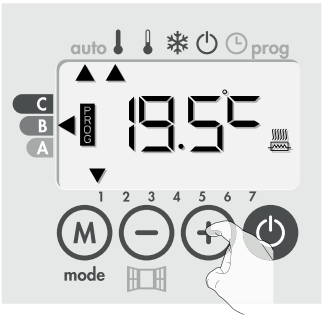
C- Red Colour High temperature level: it is advisable to significantly reduce the set temperature	**Set temperature > 22°C** When the set temperature is higher than 22°C	
B - Orange colour Average temperature level: it is advisable to slightly reduce the set temperature	**19°C < Set temperature ≤ 22°C** When the set temperature is higher than 19°C and lower or equal to 22°C	
A - Green colour Ideal temperature	**Set temperature ≤ 19°C** When the set temperature is lower or equal to 19°C	

SETTING THE COMFORT MODE TEMPERATURE

You can access the Comfort temperature set up from the Auto and Comfort Mode. It is preset to 19°C.

Using ⊖ and ⊕ you can adjust the temperature from 7°C to 30°C by intervals of 0.5°C.

Note: You can limit the Comfort temperature, see page 15 for more details.



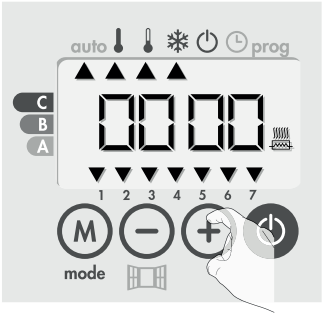
PACK +: CONSUMPTION INDICATION ACCUMULATED IN KWH, ENERGY SAVINGS

It is possible to see the estimation of energy consumption in kWh since the last reset of the energy meter.

• Display of the estimated energy consumption

To see this estimation, select the Standby mode, as indicated page 8, then press ⊕.

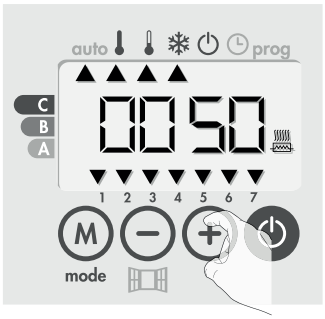
To exit the display mode of consumption, press Ⓜ, the device is automatically in Standby mode.



• Resetting the energy meter

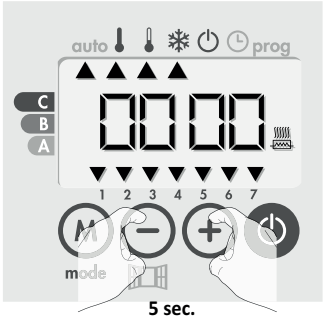
To reset the energy meter, select the Standby mode, as indicated page 8, then proceed as follows:

1- Press ⊕.



2- Press simultaneously ⊖ and ⊕ for more than 5 seconds.

To exit resetting the energy meter, press Ⓜ, the device is automatically in Standby mode.



CHILD ANTI-TAMPER, KEYPAD LOCK/UNLOCK

• Keypad lock

To lock the keypad, press the ⊖ and ⊕ buttons and hold them down for 10 seconds. The padlock symbol appears on the display, the keypad is locked.

• Keypad unlock

To unlock the keypad, press the ⊖ and ⊕ buttons hold them down for 10 seconds again. The padlock symbol disappears from the display, keypad is unlocked.

Important: when the keypad is locked, only the key ⏻ is active.

If the device is on Standby mode when the keypad is locked, you have to unlock it for the next heating on to access the setup.

PACK +: 7 DAY AND DAILY PROGRAMME INTEGRATED, ENERGY SAVINGS

MY ECOSENS AUTOMATIC PROGRAMMING WITH SELF-LEARNING PROCESS

• Overview

Auto-programming (Auto): After an initial learning period of one week, the radiator will analyse occupancy cycles to determine and implement a weekly programme adapted to your lifecycle alternating periods in comfort and periods in eco, the goal being to deliver the most efficient yet comfortable and user focused heating cycle.

The products algorithm will perpetually learn and adapt to changes in your occupancy patterns, adapting week after week to optimise the heating programme to any changes in your evolving occupancy patterns.

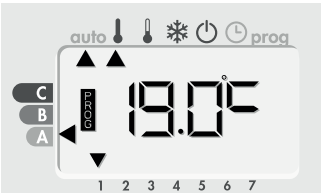
• Operating

Upon the first activation of your radiator, the mode "auto-programme" is activated by default, in mode Auto. To deactivate and change the programme, see program choice and allocation page 14.

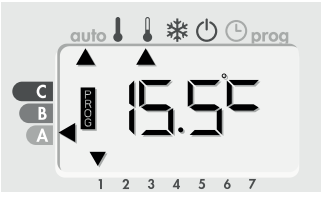
The first week of operation is a learning week during which the radiator memorises your habits and creates a program for the week.

It therefore defines a programme built up of periods of Comfort and Eco, independently for each day of the week.

During this learning week, the radiator will provisionally function in permanent "Comfort" mode.



Example of display in Comfort period



Example of display in Eco period

Important: To ensure the auto-programming is optimised, please ensure the presence detection sensor is not interrupted by an external source, see important information concerning the presence detection system on page 15.

• Application of the intelligent program

One week after switching on, the device will apply the new program for the next 7 days. Then week after week the device will continue to optimise the intelligent program "Auto", adjusting the Comfort and Eco periods to fit closely with your lifestyle.

When the product is in Frost protection mode or in standby mode for more than 24 hours, learning and optimisation of the intelligent program stops: the device stores the previously recorded program from the last week before switching to the Defrost or standby mode.

- **Example 1:** If the product is installed in mid-season or if its installation is anticipated on the construction site, it can be switched on in stand-by mode. When you select the Auto mode, the learning week will start automatically. The device will be in permanent comfort and will memorise your habits to apply the adapted program the following week.
- **Example 2:** You select frost protection mode before going on holiday. Upon your return, when you return to Auto mode, the unit will automatically apply the previously stored intelligent program from the last week before you left.

In the case of control by pilot wire coming from an energy manager for example, the pilot wire will take precedence over the AUTO program which results from the Self-learning algorythm.

7 DAY AND DAILY PROGRAMME

In this mode, you have the option of programming your radiator, by setting one of the five programmes on offer for each day of the week.

• Access to the programming mode

From the Standby mode, press Ⓜ for 5 seconds to enter into the programming mode.

Schematic sequence of programming settings:

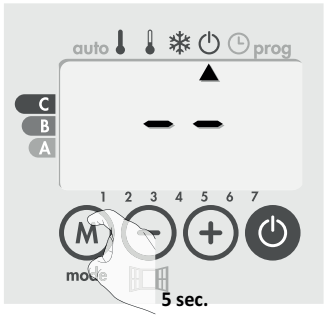
Setting time	→	Setting day	→	Programmes choice

• Setting day and time

In this mode, you can set day and time to program your radiator in line with your needs.

1- From the Standby mode, press Ⓜ for 5 seconds.

The cursor moves to the setting day and time mode.

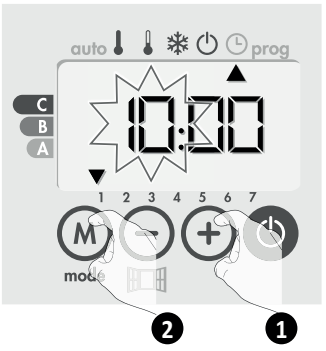


2- Select using ⊖ or ⊕.

The two hour figures will flash.

The hours will scroll quickly, if you press the ⊖ or ⊕ and hold them.

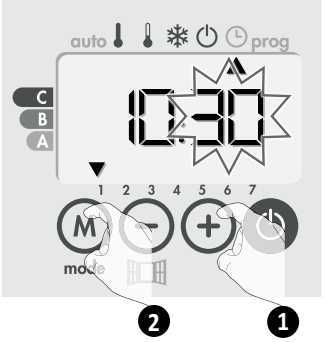
Save by pressing Ⓜ.



3- The two minute figures will flash.

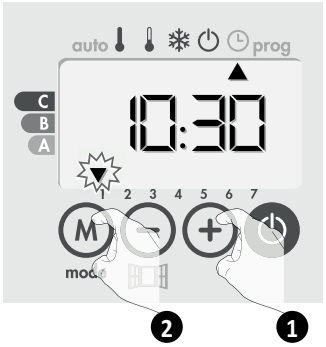
Select using ⊖ or ⊕.

Save by pressing Ⓜ.



4- The cursor above the number 1 (which represents the Monday) will flash. Select the date using ⊖ or ⊕.

Save by pressing Ⓜ.



5- To exit the setting the time and day mode, press Ⓜ.

• Choices programmes

Schematic sequence of programmes:

Auto →	Comfort →	Eco →	P1 →	P2 →	P3

The radiator is delivered by default with the self-learning mode enabled as described on page 10. If this programme suits your requirements, you have nothing more to do, the radiator, after the initial 7 day learning period will follow the autoprogramme which will continue to tailor itself to your occupancy cycles.

• Programmes overview

- **Auto:** Auto-programming (See Automatic programming with self-learning process page 10).
- **Comfort:** your radiator will operate in Comfort mode, 24 hours a day, as regards each day selected.
  Note: You can set the Comfort mode temperature to the temperature you require (see the Setting the Comfort mode temperature section page 9).
- **Eco:** The radiator will operate 24 hours a day in Eco mode.
  Note: You can set the temperature-lowering parameters (see page 15).
- **P1:** your radiator will operate in Comfort mode from 06:00 to 22:00 (and in Eco mode from 22:00 to 06:00).
- **P2:** your radiator will operate in Comfort mode from 06:00 to 09:00 and from 16:00 to 22:00 (and in Eco mode from 09:00 to 16:00 and from 22:00 to 06:00).
- **P3:** your radiator will operate in Comfort mode from 06:00 to 08:00, from 12:00 to 14:00 and from 18:00 to 23:00 (and in Eco mode from 23:00 to 06:00, from 08:00 to 12:00 and from 14:00 to 18:00).

• Potential modifications of programmes

If the default time schedules for the P1, P2 and P3 programmes does not suit your routines, you can change them.

Modifying the P1, P2 or P3 programmes.

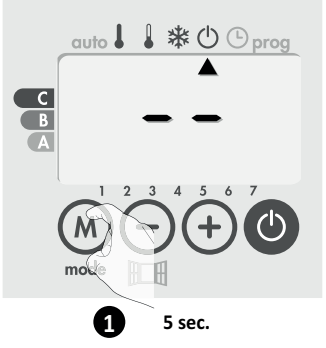
If you modify the time schedules for the P1, P2 or P3 programmes, the schedules will be modified for all the days of the week for which P1, P2 or P3 had been set.

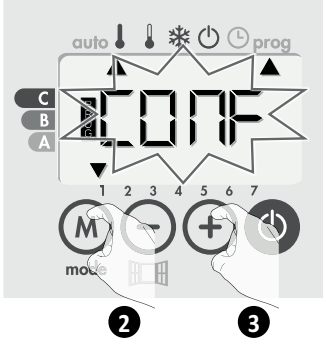
1- Starting from Standby mode, press Ⓜ for 5 seconds.

When the cursor moves above the setting time symbol, press Ⓜ shortly.

Press ⊖ or ⊕.

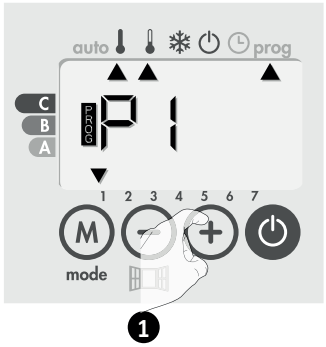
Programming indicator appears.

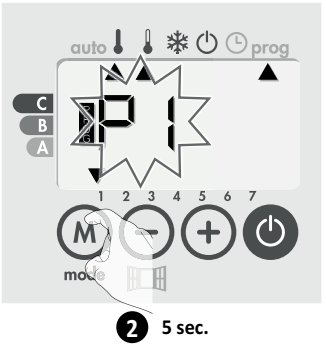




2- With ⊖ or ⊕, select P1.

P1 will flash. Press Ⓜ for 5 seconds to make changes.

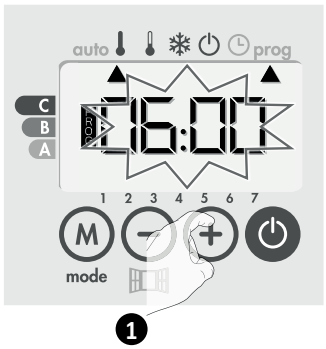




3- The P1 start time (which by default is 06:00) will flash.

Using ⊖ or ⊕, you can change this time, by increments of 30 minutes.

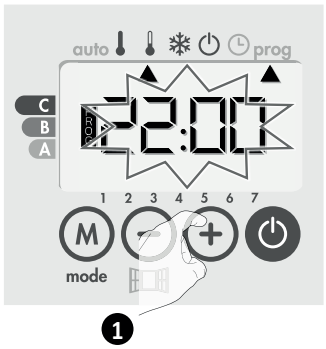
Save by pressing Ⓜ.

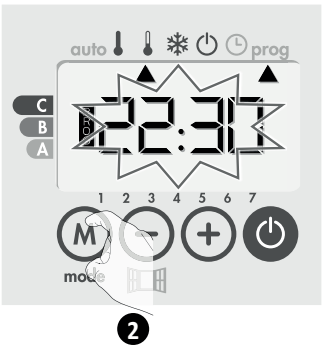


4- The P1 end time (which by default is 22:00) will flash.

Using ⊖ or ⊕, you can change this time, by increments of 30 minutes.

Save by pressing Ⓜ.





5- Press Ⓜ twice to exit the programming Mode and return to Auto Mode.

Note: without action on the keys, it will return to Auto after a few minutes.

• Choices and allocation programmes

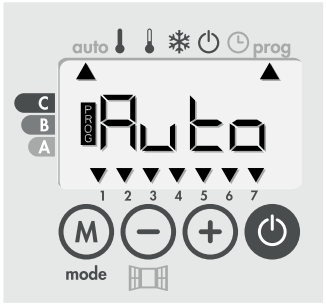
Prior information:

display area

Correspondence days/numbers	
Monday	1
Tuesday	2
Wednesday	3
Thursday	4
Friday	5
Saturday	6
Sunday	7

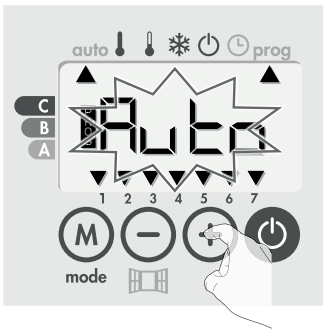
1- If you just set the time and day, the cursor moves automatically under **PROG** and the days of the week appear on the display. The default program Auto (Auto Program, see page 10) is displayed on the display.

From any other mode (Auto, Comfort , Eco or Frost protection), select the Standby mode then press (M) for 5 seconds. When the cursor positioned under the set time symbol, press (M) again.



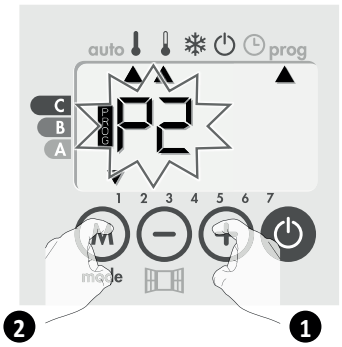
2- Press (−) or (+).

The programme affected by default, Auto, flashes. It will be applied to all the days of the week.



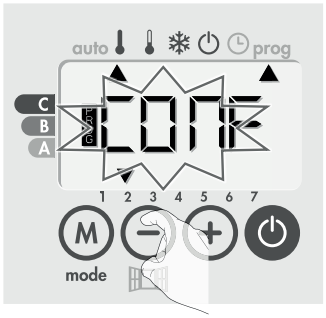
3- Choose the programme you want for this day with (−) or (+).

Save by pressing (M).



4- The programme assigned to the second day of the week (Tuesday) will flash.

Repeat the procedure described previously (in point 3) for each day of the week.



5- Once you have chosen a programme for each day, confirm your selection by pressing (M).

The days of the week will successively scroll on display with the programmes that you set for them (P1, P2, P3, COMF or ECO).

To exit the Programming mode, press (M).

• Viewing the programmes that you have selected

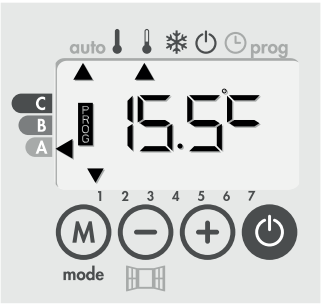
- From Standby mode, press (M) for 5 seconds. Press (M) twice, the programme for each day of the week (Comfort, Eco, P1, P2 or P3) will scroll on display in front of you.
- To exit the programme viewing mode, press (M).

• Manual and temporary program override from a running programme

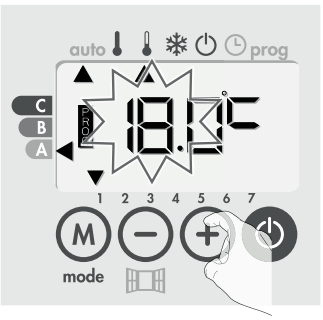
This function allows you to change the Eco mode temperature temporarily until the next scheduled change in temperature or the transition to 0:00.

Example:

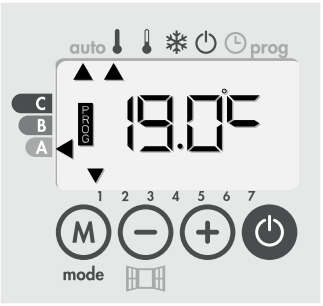
1- The device is in Auto mode, the running programme is Eco 15,5°C.



2- By pressing (−) or (+), you can change temporarily the desired temperature up to 18°C for example.



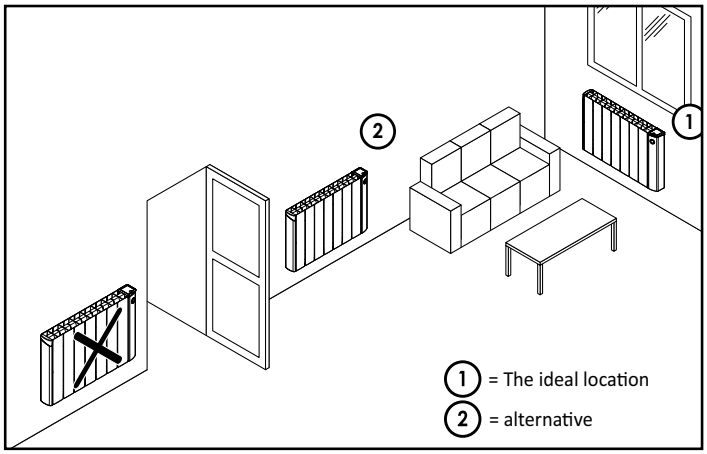
3- This change will be automatically cancelled at the next change of programme or transition to 0:00.



PACK +: OPEN WINDOW DETECTION, ENERGY SAVINGS

• Important information about the open window detection:

Important: the open window detection is sensitive to temperature variations. The device will react to the window openings in accordance with different parameters: temperature setting, rise and fall of temperature in the room, the outside temperature, the location of the device...
If the device is located close to a front door, the detection may be disturbed by the air caused by the opening door.
If this is a problem, we recommend that you disable the automatic mode open window detection (see page 16). You can, however, use the manual activation (see above).



• Overview:

Lowering temperature cycle by setting frost protection during aeration of a room by open window. You can access the open window detection from the Comfort and Auto Modes. Two ways to enable the detector:

- **Automatic activation,** the lowering temperature cycle starts as soon as the radiator detects a temperature change.
- **Manual activation,** the cycle of lowering temperature starts by pressing a button.

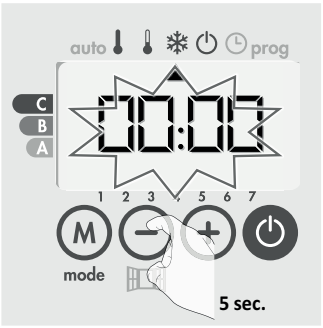
• Automatic activation (factory settings):

To disable this mode, see page 16.
Loweam detects a temperature fall. An opened window, a door to the outside, can cause this temperature fall.

Note: the difference between the air from the inside and the outside must cause a significant temperature fall to be detected by the device.
This temperature drop detection triggers the change to Frost protection mode.

• Manual activation

By pressing ⊖ more than 5 seconds, the device will switch on Frost protection mode.



• Frost protection digital meter

When the device performs a lower temperature cycle due to opened window, a meter appears on the display to show the cycle time. The meter is automatically resets at the next time to Frost protection by open window (automatic or manual activation).

• Stop the Frost protection mode

By pressing one button, you stop the Frost protection mode.
Note: if a temperature rise is detected, the device may return to the previous mode (active mode before the open window detection).

ECOSENS® TECHNOLOGY: OCCUPANCY DETECTION, ENERGY SAVINGS

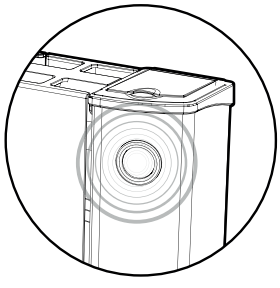
• Important information about the occupancy detection

The occupancy detector is sensitive to temperature variations and light. It is likely to be disturbed by the following items:
- Hot or cold sources such as forced air vents, lights, air conditioners.
- Reflective surfaces such as mirrors.
- Animal crossing in the detection area.
- Objects moving with the wind like curtains and plants.

Disable the occupancy detection if your radiator was installed near one of these.
To disable the occupancy detection, see page 16.

Note: the detection range varies depending on the ambient temperature.

• Overview



Radiators fit with your lifestyle while keeping your energy consumption under control.
With their front infrared sensor, they smartly optimise the management of heating: they detect movement in the room where they are installed and in case of absence, automatically perform a progressive lowering of the set temperature resulting in: energy savings. To ensure proper operation, do not block the sensor's field of view by any obstacle (curtains, furnitures...).

Lowering the temperature during unoccupied periods

Unoccupied periods*	Value of lowering set temperature*
20 minutes	Comfort -1°C
40 minutes	Comfort -1,5°C
1 hour	Comfort -2°C
72 hours	Frost protection

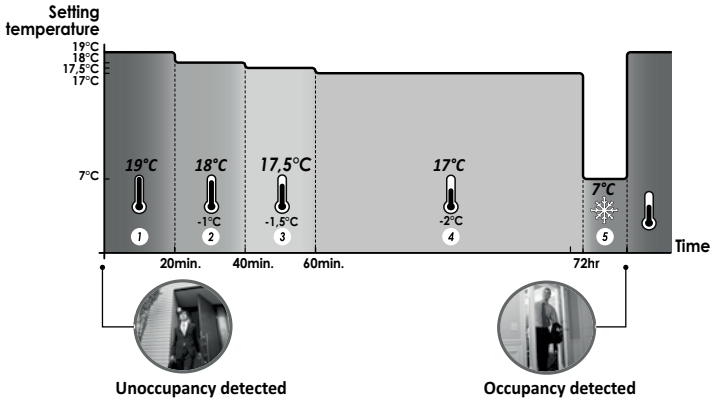
** Unchangeable factory settings*

Note: when presence is detected in the room, the device automatically returns to the initial mode.

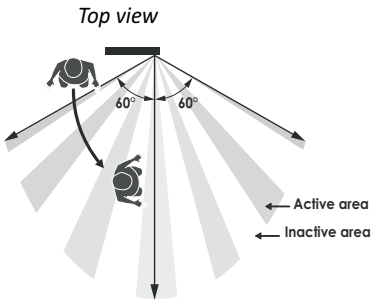
Remarks:

By default, when the sensor is enabled and detects movement in the room, the display lights up for a few seconds then switches off. To change the backlight see page 18, backlight setting.

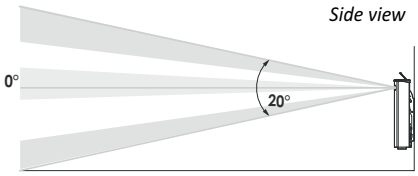
• Operating



• Divisions of the detection zone



Detection zone, for a temperature of 19°C.
The detection zone is divided into active and inactive areas.
A person that crosses the area will be detected by the infrared sensor.



INFORMATION ABOUT REMOTE CONTROL BY PILOT WIRE (IF CONNECTED)

• Overview

Your device can be controlled by a central control unit through a pilot wire, in which case the different operating modes will be remotely enabled by the programmer.
You can only control the device by pilot wire in the Auto mode. In the other modes, the orders transmitted by the pilot wire will not be executed.
In general, a pilot wire control system makes it possible to impose externally a lowering of the temperature setpoint, combined with the internal programming and the occupancy detection.
If several lowering requests appear simultaneously, priority is given to the lowest temperature setpoint, thus maximising savings (see information on priorities for different modes on page 14).
When a signal is sent from the pilot wire, the self learning optimisation function is suspended.

Below are the different views of the display for each order sent by pilot wire:

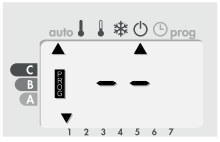
Pilot wire = **Comfort**

Pilot wire = **Eco**
Comfort - 3,5°C

Pilot wire = **Eco - 1**
Comfort - 1°C

Pilot wire = **Eco - 2**
Comfort - 2°C

Pilot wire = **Frost protection**



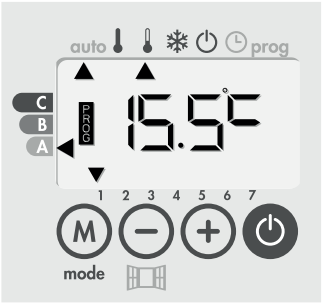
Pilot wire = **Stop (Standby mode)**

• Exemption to an order coming from a power manager by the pilot wire

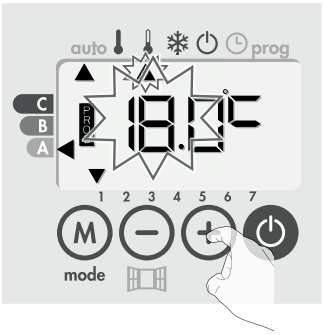
This feature allows you to modify temporarily the set temperature until the next order sent by the central control unit or the transition to 00:00.

Example:

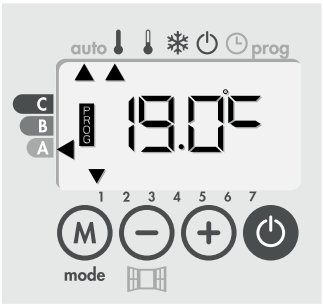
1- The device is in Auto mode. The central control unit sent an Eco order 15,5°C.



2- By pressing ⊖ or ⊕, you can modify temporarily the set temperature up to 18°C for example.



3- This modification will be automatically cancelled at the next order sent by the central control unit or the transition to 00:00.



INFORMATION ABOUT PRIORITIES BETWEEN THE DIFFERENT MODES

• Principle

In Comfort, Eco and Frost protection modes, only orders of the occupancy sensor and those of the open window sensor will be considered.

In Auto mode, the radiator can receive different orders coming from:
- 7 day and daily programming integrated (Comfort or Eco orders);
- Pilot wire 6 orders, if connected to a central control ;
- Open window detector;
- Occupancy detector.

In general, it is the lowest received order which prevails.

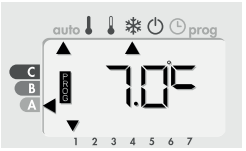
If an open window detection or occupancy absence of more than 72 hours is detected, switching to frost protection takes precedence unless a load shedding order is present on the pilot wire.

Special case of self-programming where the temperature level in the room is decided according to the learning of the lifestyle and the optimisation mode selected (Opti Comfort or Opti Eco):
- During the programmed passage in period Eco, if a presence is detected in the room, it will be taken into account and the appliance automatically switches to Comfort mode.
- During the programmed passage to the Comfort mode period, the absence detection system is temporarily suspended (30 minutes).

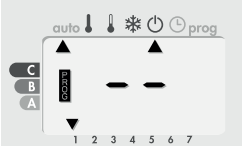
• Examples

+	7 day and daily programming	= Comfort
	Pilot wire 6 orders	= Eco
=	**Eco**	

+	7 day and daily programming	= Comfort
+	Pilot wire 6 orders	= Eco
	Occupancy detector	= Frost protection
=	**Frost protection**	



+	7 day and daily programming	= Eco
+	Pilot wire 6 orders	= Stop (standby mode)
+	Occupancy detector	= Eco
	Open window detector	= Frost protection
=	**Standby mode**	



ADVANCED SETTINGS

PACK +: MODIFICATIONS, RESTRICTIONS OF THE TEMPERATURE SETTINGS, ENERGY SAVINGS

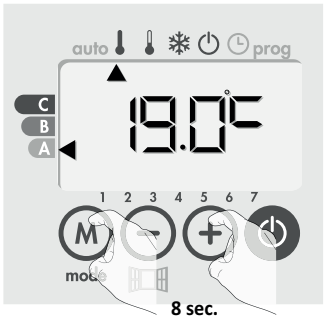
• Comfort setpoint temperature limit

You can limit the set temperature range by introducing a maximum and/or minimum setting, preventing unintentional changes in temperature.
The limit setting of the temperature setpoint is accessible from Comfort mode only.

To set:

1- Select the Comfort mode with the (M) button.

2- Press simultaniously on (M) and (+) for 8 seconds.

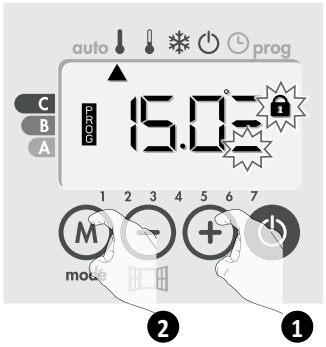


• Low-temperature limit

Locking of the setting range using a minimum temperature stop, preventing the temperature from being set below that temperature.
The minimum setting is preset to 7°C. You can adjust from 7°C to 15°C by intervals of 1°C.

To change the minimum temperature setting, press (−) or (+) and save by pressing (M).

If you do not want to change it, press (M): the device changes automatically to set the maximum setting.



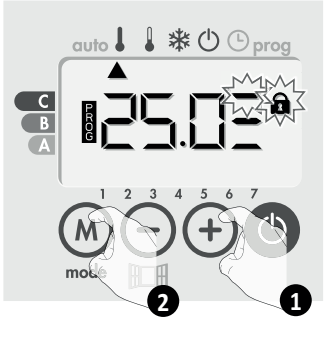
• High-temperature limit

Locking of the setting range using a maximum temperature increase, preventing the temperature from being set above that temperature.

The maximum setting is preset to 30°C. You can adjust from 19°C to 30°C by intervals of 1°C.

If you do not want to change it, press (M) to exit the setting and return to the Comfort mode.

To change the maximum temperature setting, press (−) or (+).
To save and exit the adjustment, press the (M) button.

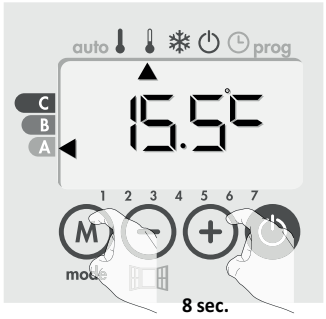


• Setting the Eco mode temperature self lowering

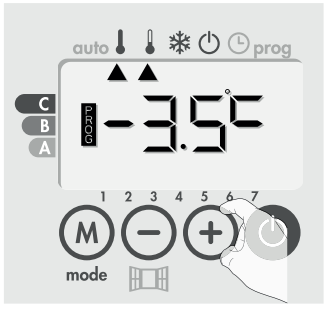
The drop in temperature is set at -3.5°C compared to the set temperature of the Comfort mode. You can adjust the lowered level from -1°C to -8°C, by intervals of 0.5°C.
Important: whatever the lowering level set, the Eco set temperature will never exceed 19°C.

1- By pressing the (M) button, several times, position the arrow beside the Eco mode.

2- Press (M) and (+) simultaneously for 8 seconds to enter in the setting mode.



3- Press (−) or (+) to obtain the temperature level you require.



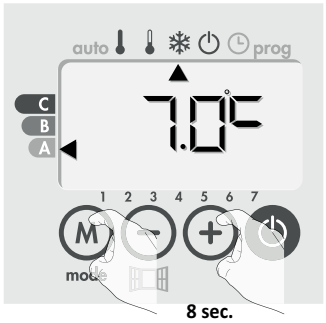
4- Save by pressing (M).

• Setting the Frost protection temperature

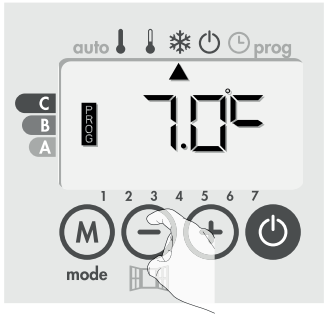
Your radiator is preset at 7°C. You can adjust the Frost protection temperature from 5°C to 15°C, by intevals of 0.5°C.

1- By pressing the (M) button, several times, to position the arrow beneath the Frost protection mode.

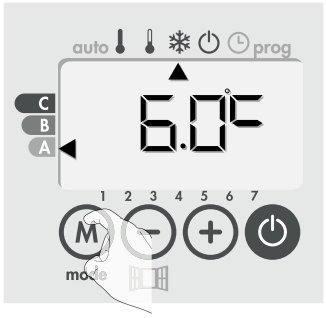
2- Press (M) and (+) buttons simultaneously for 8 seconds to enter in the setting mode.



3- Press (−) or (+) to obtain the temperature you require.



4- Save by pressing (M).



DUAL OPTIMISATION FEATURE

• Overview

Dual function optimisation, priority to comfort or energy savings, the choice is yours: Depending on various parameters: room inertia, ambient temperature, desired temperature, the radiator calculates and optimises the programming for each heating period whether set to Comfort or Savings (Eco):

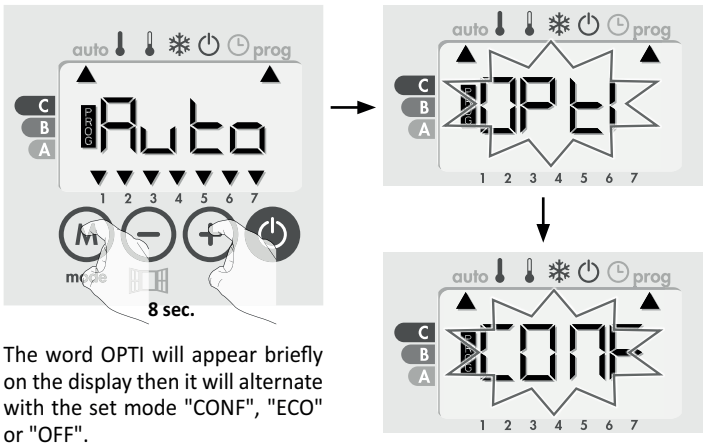
- **In OPTI ECO mode (efficiency priority),** the radiator inbuilt algorythmes will calculate the best compromise in order to guarantee maximum energy savings throughout the programmed increase and decrease phases.
  In this mode, a slight drop in the temperature level at the beginning and end of the comfort period is allowed to maximise energy savings.
- **In OPTI COMFORT mode (priority to comfort),** the radiator intelligence calculates the best compromise in order to guarantee maximum comfort during the programmed increase and decrease phases.
  In OPTI COMFORT mode, the priority is given to anticipating and maintaining the comfort temperature during periods of detected occupancy.

• Optimisation choice

The **OPTI COMFORT** mode is activated by default

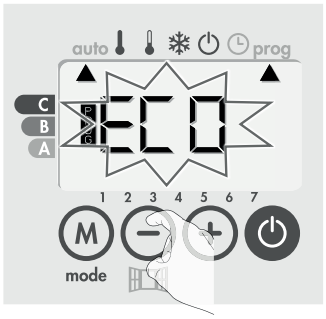
1- Starting from Standby mode, press (M) for 5 seconds.
When the cursor moves above the setting time symbol, press (M) shortly.

2- Press (M) and (+) buttons simultaneously for 8 seconds to enter in the setting mode.
The word OPTI will appear briefly on the display then it will alternate with the set mode "CONF", "ECO" or "OFF".



The word OPTI will appear briefly on the display then it will alternate with the set mode "CONF", "ECO" or "OFF".

3- Press (−) or (+).
CONF = Optimisation feature activated for OPTI COMFORT mode, priority to comfort
ECO = Optimisation feature activated for OPTI ECO mode, priority to energy efficiency
OFF = Optimisation feature disactivated

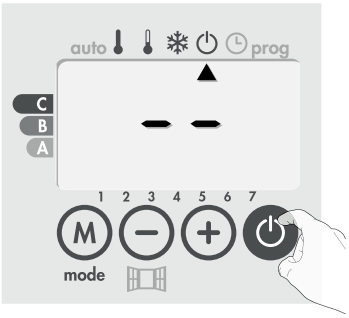


4- To save press (M). The inscription OPTI and the set mode will appear in alternation.
Press again on (M) to exit setting optimisation feature and go back to Auto mode.

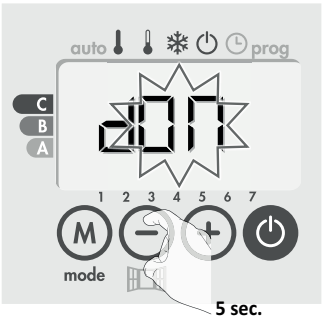
CONFIGURATION OF DETECTION MODES

• Occupancy detection, activation/deactivation

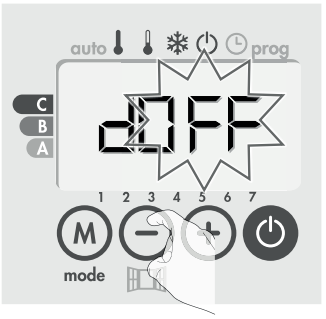
1- Select the Standby mode by pressing (⏻).



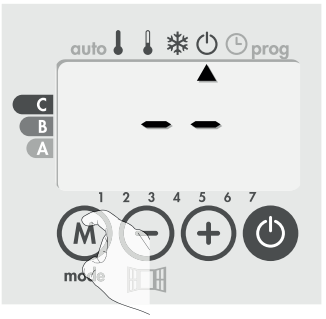
2- Press (−) for 5 seconds to enter the occupancy detection mode.



3- Press (−) or (+).
dON = occupancy detection enabled.
dOFF = occupancy detection disabled.



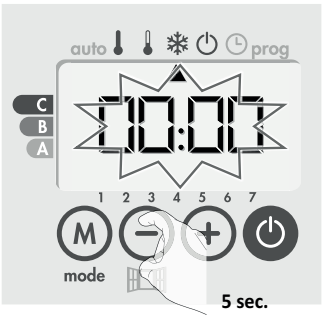
4- To save press (M) or wait 1 minute to exit the setting.



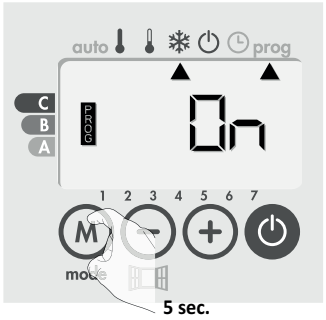
• Open window detection, activation/deactivation of the Auto mode

From Auto, Comfort ou Eco Modes:

1- Press (−) button - for 5 seconds.
The display blinks and the Frost protection mode duration appears on display.



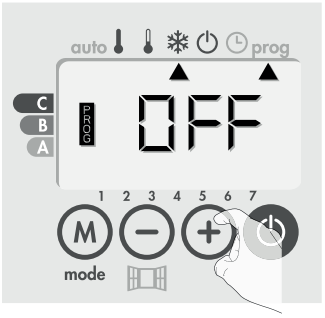
2- Press (M) for 5 seconds to enter the open window detection mode.



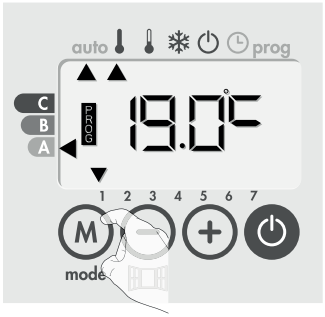
3- Press (−) or (+).

On = automatic mode enabled.

OFF = automatic mode disabled.



4- To save press (M).



Note: Even if the auto mode is disabled, you always have the option to use the manual mode **(see page 13 chapter manual activation).**

PACK +: PIN CODE LOCK

• Overview

Your heating device is protected by a safety code against non-authorised use. The PIN code (Personal Identity Number) is a customisable 4 numbers code. When enabled, it prevents access to the following settings:

- Selecting the Comfort mode: The access to the Comfort mode is forbidden, only the Auto, Eco and Frost protection modes are available.
- Minimum and maximum limits of the set temperature range (the Comfort temperature modification is forbidden out of the authorised setting range).
- Programming mode.
- Optimisation choice.
- Open window detection settings.
- Occupancy detection settings.
- Setting the Eco mode temperature lowering-level.
- Setting the Frost protection temperature.
- Ambient temperature sensor adjustment.

3 important steps are needed for the first use of the pin code lock:

1- PIN code initialisation, enter the preset PIN code (0000) to access to the feature.

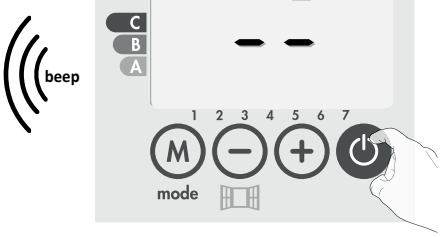
2- Activation of the PIN Code to lock settings which will be protected by the PIN code.

3- Customising the PIN code, replace 0000 by the custmized code.

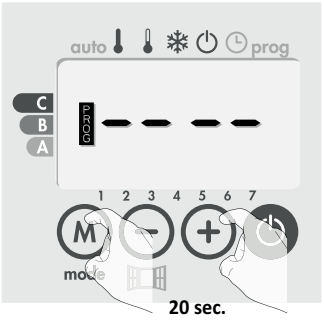
• PIN code initialisation

By default, the PIN code is not enabled. The setting access is available in Standby mode only.

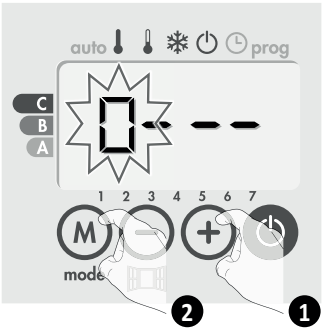
1- Select the Standby mode by pressing (⏻).



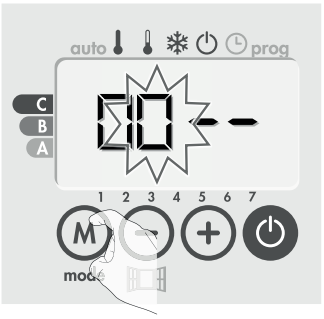
2- Simultaneously press the (M) and (+) for at least 20 seconds.



3- By default registered PIN code is 0000.
Press (−) or (+) to select 0. It is blinking, save and press (M) to exit.



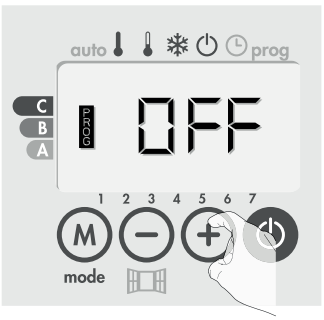
4- For others numbers, select 0 by press (M).
When 0000 appears, press on (M) again to save and exit.



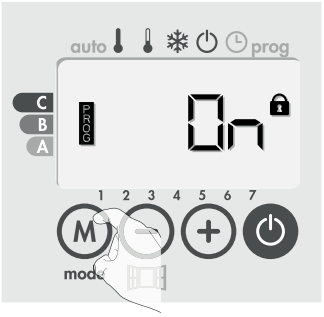
The PIN code is initialised, the next setting automaticaly appears: PIN Code activation.

• Activation/deactivation of the PIN Code

1- OFF appears on the display.
Press (−) or (+) to enable PIN code.
On appears on the display.
On = PIN code enabled.
OFF = PIN code disabled.



2- Press (M) to save and return to Standby mode.



The PIN code is enabled. Any modification of reserved settings listed page 17 in "Overview" is now impossible.

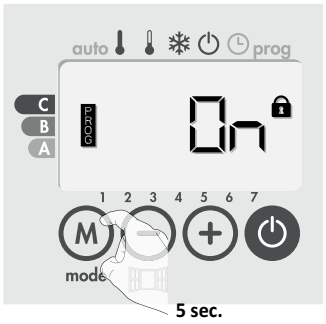
• Customising the PIN code

If you have just activated the PIN code, follow the stages described below.

Alternatively, you must copy the steps 1, 2, 3 and 4 of the initialisation process as well as the steps 1 and 2 of the activation process before personalising the PIN code.

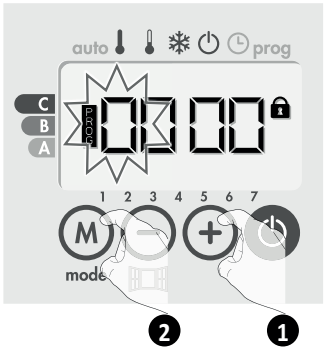
Please remember that the personalisation of the PIN code can only be set once the initialisation and activation of the PIN code has been completed.

1- When 0 appears, press (M) for at least 5 seconds.



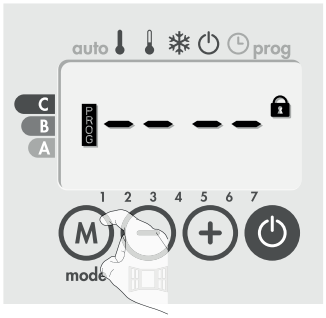
2- The 0000 code appears and the first number blinks.

Press (−) or (+), to select the first desired number then press (M) to save and exit. Repeat this operation for remaining 3 numbers.



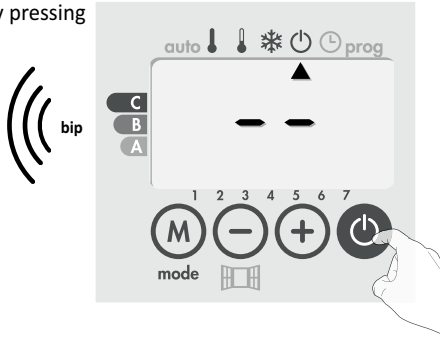
3- Press (M) to confirm. The new code is now saved.

4- Press again on (M) to exit setting PIN code mode and go back to standby mode.

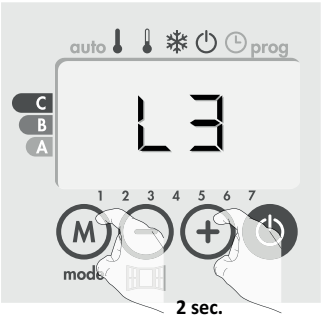


BACKLIGHT SETTING

1- Select the Standby mode by pressing (⏻).



2- Press down the buttons (M) and (+) simultaneously, for 2 seconds then release it. You are in backlight setting mode.

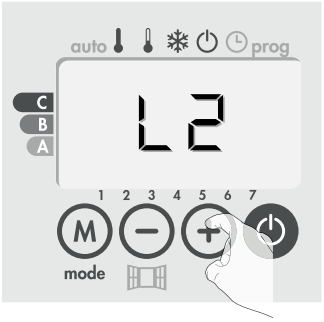


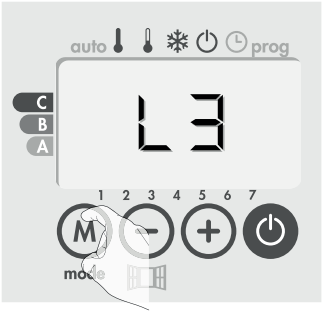
3- Three back-light settings can be set:

- **L1 =** Temporary backlighting: Backlight of the display when a button is pressed or during occupancy detection.
- **L2 =** Non-stop backlighting: Backlight of the display all the time.
- **L3 =** Temporary backlighting: Backlight of the display when a button is pressed.

L3 mode is the default setting.

Press (−) or (+) to choose the setting you require. Press (M) to save and exit.





RESTORING FACTORY SETTINGS

In order to a coming back to factory settings, you must hold simutaneously for 8 seconds on (M), (−) and (+).

• If the PIN code protection is enabled, the following factory values will be effective:

Settings	Factory settings
Comfort set temperature	19°C
Eco mode temperature lowering-level	-3,5°C
Frost protection temperature	7°C

• If the PIN code protection is disabled, the following factory values will be effective:

Settings	Factory settings
Operating	
Comfort set temperature	19°C
Eco mode temperature lowering-level	-3,5°C
Frost temperature mode	7°C
Active operating mode	Auto
Counter energy consumption	0 kWh
Keypad lock	Unlock
Active operative mode	Auto (auto-programming)
P1	Comfort from 6:00 to 22:00
P2	Comfort from 6:00 to 9:00 and from 16:00 to 22:00
P3	Comfort from 6:00 to 8:00, from 12:00 to 14:00 and from 18:00 to 23:00

Settings	Factory settings
Advanced settings	
Dual optimisation feature	Comfort Opti
Minimum set of Comfort set temperature	7°C
Maximum set of Comfort set temperature	30°C
Occupancy detection	Enabled
Automatic open window detection	Enabled
Backlighting	L3 (temporised)
PIN code protection	Disabled
Value of the PIN code	0000

EXPERTS SETTINGS
(RESERVED TO THE INSTALLER)

AMBIENT TEMPERATURE SENSOR ADJUSTMENT

• Overview

Important: This operation is reserved for professional installers only; any wrong changes would result in control anomalies.

In which case if the temperature measured (measured by a reliable thermometer) is different by at least 1°C or 2°C compared to the set temperature of the radiator.

The calibration adjusts the temperature measured by the ambient temperature sensor to compensate for a deviation from + 5°C to - 5°C by intervals of 0.1°C.

Important: Before carrying out the calibration it is recommended to wait for 4h after the set temperature modification to insure that the ambient temperature is stabilized.

• Ambient temperature sensor adjustment

1- If the room temperature difference is negative, example:

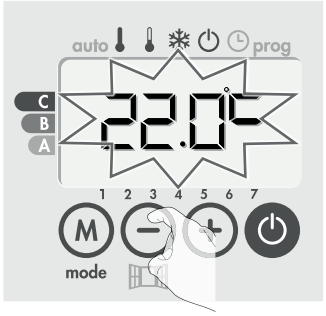
Set temperature (what you want) = 20°C.
Ambient temperature (what you read on a reliable thermometer) = 18°C.
Difference measured = -2°C.

To correct, press simultaneously the (M) and (−) for 30 seconds.

Sensor temperature = 24°C
(The measured temperature may be different due to the location of the thermostat in the room).

Decrease the temperature measured by the ambient temperature sensor by 2°C by pressing (−).

In our example the measured temperature by the sensor goes from 24°C to 22°C.

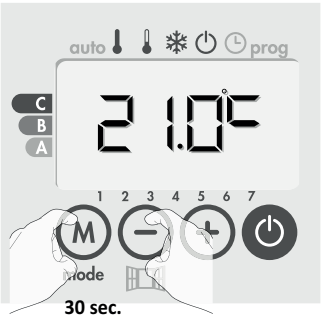


2- If the room temperature difference is positive, example:

Set temperature (what you want) = 19°C.
Ambient temperature (what you read on a reliable thermometer) = 21°C.
Difference measured = +2 °C.

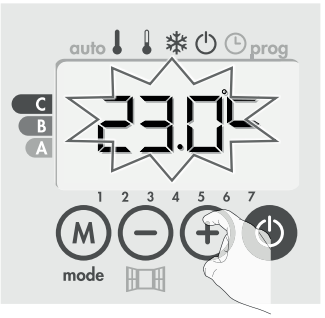
To correct, press simultaneously (M) and (−) for 30 seconds.

Sensor temperature = 21°C.
(The measured temperature may be different due to the location of the thermostat in the room).



Increase the temperature measured by the ambient temperature sensor by 2°C by pressing (+).

In our example the measured temperature by the sensor goes from 21°C to 23°C.



To validate, save the new value and exit the mode, press (M).

• Sensor calibration reset

To put the value of the correction to "0", do the following:

1- Press simultaneously the (M) and (−) for 30 seconds.

2- When the temperature measured by the sensor appears, press (−) or (+) for at least 3 seconds.

3- Press (M) to exit the ambient sensor adjustment mode.

POWER CUT

OTHER REMOTELY MANAGEMENT BY POWER SHUTDOWN

Important: the power supply of the device should be cut when working on the electrical system only. The load shedding does not be operated by an additional system with mechanized power shutdown (with contactor…). Unlike pilot wire shedding, the load shedding with frequent mechanised power shutdowns can cause deterioration of the device depending of the quality of switching elements used. This type of deterioration would not be covered by the manufacturer's warranty.
If remotely stop or standby orders should be frequently operated, you must use the pilot wire.

IN CASE OF POWER CUT, BACKUP

The device will start up again without any outside input being required – you do not have to do anything. All of the settings and the correct time will be saved. When the main power supply returns, your device will again operate using the correct time and the settings that were programmed before the power cut (as regards desired temperatures, operating modes, programs, etc.). It will start up again in the mode which was active before the power outage.

- **After short power cuts (less than 16hrs),** the device will start up again without any outside input being required – you do not have to do anything. All the settings and the correct time will be saved.
  When the main power supply returns, your device will again operate using correct time and the settings that were programmed before the power cut (as regards desired temperature, operating mode, programs, etc.). It will start up again in the mode which was active before the power outage.
- **For longer power supply cuts (more than 16 hrs),** check the timer setting. all the other settings are automatically and permanently saved.

TROUBLESHOOTING

DIAGNOSIS SUPPORT

• Heating body

The device doesn't heat:
- Check the position of the circuit breaker/power supply protection fuse in your fuse board.
- Check the active operating mode (see page 8), you could be in "Standby mode" or in Auto mode, with an imposed stop order by the energy manager (see page 13).
- Check the ambient temperature using a thermometer: if it is elevated, the device has reached the desired temperature setting, therefore it is normal that it doesn't heat more.
- Switch the power off for 5 seconds at the mains supply then switch back on again.

The room temperature is not high enough, the device is not providing enough heat:
- Check the active operating mode (see page 8), you may be in Eco, Frost protection, Standby or in Auto mode, with an imposed stop order by the integrated programming or the energy manager. Activate the permanent Comfort mode.
- Check the active temperature setting and increase it if necessary (see page 9).
- Check the adjustment of the set temperature limit (see page 15).
- If the problem persists, check the radiator sizing compared with the room dimension and insulation.

The device heats continuously and is hot on the surface:
- Check that the device is not influenced by an airstream.
- Check that the set temperature has not been changed.
- In operation, it is normal that the device surface is hot.
- If the problem persists, check the radiator sizing compared with the room dimension and insulation.

Several situations can generate a slight metallic slam.
- The device is fixed on an irregular wall.
- The device is fixed on an uninsulated wall.
- The device is in a stream of cold air.
- The device is badly positioned in the wall-mounting brackets.
- Heat up or sudden temperature change.

Important: Failure of the internal thermal limit due to overheating caused by the user eg covering with clothing is not covered by warranty.

• Controller

The ambient temperature is lower than the set temperature:
- Check the programming mode. You may be in Eco period.
- Check the time setting.
- Otherwise, switch the power off for 5 seconds at the mains supply circuit then switch back on again.

The ambient temperature measured by a thermometer doesn't correspond to the set temperature after several hours.
- An offset is always possible, you can refine the device setting (see page 19).

The device does not heat while the heating indicator is on:
- The heating symbol is lit on the display, the unit is cold, contact your installer.

The device does not automatically lower the temperature in the absence period:
- Check that the occupancy detection is enabled (see page 16).
- Check that nothing disturb the operation of the occupancy detection (see page 4 et 13).

After a subsequent temperature drop at the opening of a window, the device will not enter in Frost protection mode:
- Check that the automatic mode of the open window detection is enabled (see page 16).
- Check the location of your radiator (see page 12).
- Check that the temperature difference between the room air and outside air is significant.

The device automatically enters in Eco or Frost protection mode in your presence and closed windows:
- If the pilot wire is connected to a central programming via pilot wire, check the programming of the central.
- Disable the automatic open window detection mode (see page 16).
- Disable the occupancy detection (see page 16).

The device is in self-programming mode and you observe a delay between the active mode Comfort or Eco and your requirement:
- The self-programming works by detecting and learning of your occupancy cycles, the device defines the future program by adapting to the different observations made in occupancy in the previous week. If your lifestyle is very irregular, for example every week is different, it is impossible to determine exactly your requirements in advance. Self-programming, such as weekly and daily programming, can never fully match. In this case, it is advisable to use only the presence/absence detection and to program your device in permanent Comfort (see pages 11 and 16).
- The optimisation function can generate slight offsets to guarantee the level of comfort at the right time or to save energy by slightly anticipating an Eco passage.
- Check that the presence/absence detector is not disturbed or blocked by an external source (see page 13).

The device is self-programmed but no period is programmed (ECO registration is displayed on the display):
- Check that the presence/absence detector is not disturbed or blocked by an external source (see page 13).

The unit is in self-programming mode but the ambient temperature is not sufficient at the beginning of the period. Comfort:
- Check the Eco lowering level (see page 15):
  - If it is below -3.5°C, For example -5°C, the difference between the Comfort and Eco setpoint temperature is too high, which explains the perceived temperature difference at the beginning of the Comfort period. It is therefore recommended to set it to its initial value -3.5 ° C.
  - If the Eco lowering level is -3.5°C, set it to -2°C to reduce the difference between the Comfort and Eco setpoint temperatures.

The device is in Auto mode, remotely controlled by an energy manager or programmer but the programming orders are not executed by the device:
- Make sure the energy manager or programmer is in good condition, refer to the user instructions.
- Change the batteries of the energy manager or the programmer if this one contains it.

No symbol appears on the display screen.
- Check the position of the circuit breaker/power supply protection fuse in your distribution/fuse board.

You want to increase or decrease the set temperature but pressing a key on the keyboard has no effect:
- If the padlock symbol is displayed, the keypad lock is enabled.Unlock the keypad as shown in the manual, child anti-tamper section (see page 10).
- Check the changes, restrictions temperature settings (see page 15).

You made a mistake while setting the advanced settings.
- Just restore factory settings – see the "Restoring factory settings" paragraph (see page 18). This will erase any programmes that you would have implemented.

If the problem persists, then contact your reseller.

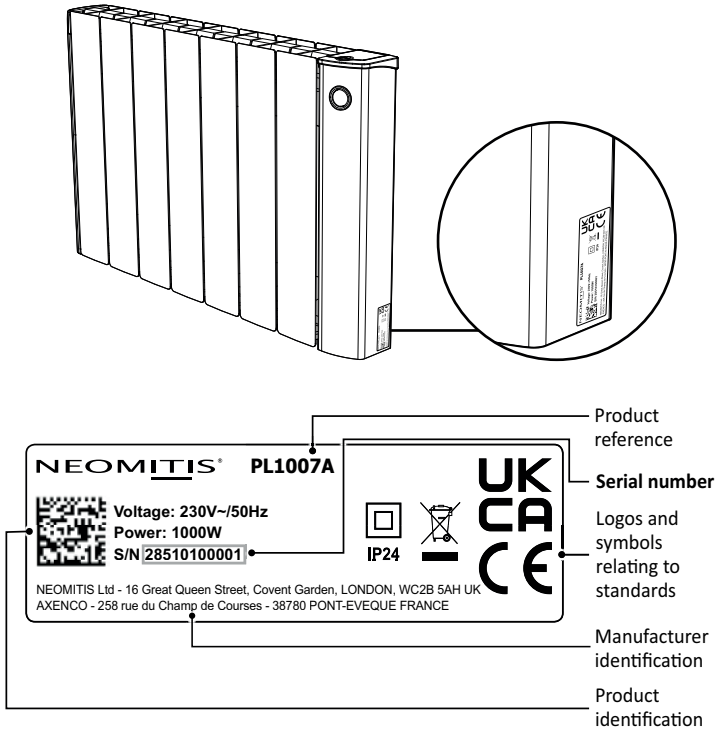
TECHNICAL INFORMATION

MAINTENANCE

Before any maintenance work, select the Standby mode by pressing and wait until the device is cold.
The device can be cleaned with a damp cloth; **never use abrasives or solvents.**

PRODUCT LABEL

The product label is the identity card of your device. It contains all informations required of its traceability through time.

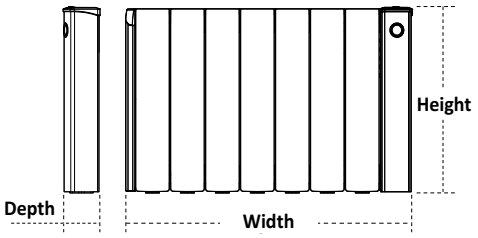


Important: the serial number allows the manufacturer to identify your device.
If you contact your installer about the product you have purchased, take the references of your radiator.

Make sure to keep instructions even after the product installation.

DIMENSIONNAL SPECIFICATIONS

References	Power outputs (W)	Widths (mm)	Heights (mm)	Depth* (mm)	Number of elements
PL0507A	500	417	430	80	4
PL0757A	750	578	430	80	6
PL1007A	1000	660	430	80	7
PL1257A	1250	821	430	80	9
PL1507A	1500	982	430	80	11
PL1707A	1700	1144	430	80	13



** For the depth of the Loweam installed, add 45 mm to the value of its depth.*

TECHNICAL SPECIFICATIONS

General specifications:
- Power supply: 230V +/-10 % AC 50Hz.
- Consumption in standby mode: <1W.
- Proportional Integral Derivative control, with engagement by triac.
- Thermal safety: the radiators are equipped with a system to protect the device against overheating.

Environment:
- Safety: Classe II, IP24.
- Storage temperature: -20°C to +60°C.

Features:
- Setpoint adjustment range Comfort +7°C to +30°C.
- Saving settings users in case of power failure.
- Programming: Auto-programmable and assigning a Comfort/Eco profile for each day of the week.
- 5 programming profiles.
- Pilot wire 6 orders.

Simplified UK Declaration of conformity : Hereby, NEOMITIS Limited declares that LOWEAM is in compliance with Safety Regulations 2016 (2016 No.1101), EMC Regulations 2016 (2016 No.1091) and RoHS Regulations 2012 (2012 No.3032).

The full text of the UK declaration of conformity is available at the following internet address: https://www.neomitis.com/UKCA-declaration.html?lang=en

Simplified EU declaration of conformity:
Hereby, AXENCO, declares that the products mentioned in this manual are in compliance with directives 2014/35/EU, 2014/30/EU, 2011/65/EU and 2009/125/CE.

The full text of the EU declaration of conformity is available at the following internet adress: https://www.neomitis.com/CE-Declaration-2126.html?lang=en

Neomitis Ltd: 16 Great Queen Street, Covent Garden, London, WC2B 5AH UNITED KINGDOM - contactuk@neomitis.com

AXENCO: ZI Montplaisir - 258 rue du Champ de courses - 38780 Pont-Évêque - France - contact@axenco.com

The symbol , affixed on the product indicates that you must dispose of it at the end of its useful life at a special recycling point, in accordance with European Directive WEEE 2012/19/EU. If you are replacing it, you can also return it to the retailer from which you buy the replacement equipment. Thus, it is not ordinary household waste. Recycling products enables us to protect the environment and to use less natural resources.

INFORMATION REQUIREMENTS FOR ELECTRIC LOCAL SPACE HEATERS

Item	Symbol							Unit
Heat output								
Nominal heat output	P_{nom}	PL0507A	PL0757A	PL1007A	PL1257A	PL1507A	PL1707A	kW
		0.50	0.75	1.0	1.25	1.50	1.70	
Minimum heat output (indicative)	P_{min}	PL0507A	PL0757A	PL1007A	PL1257A	PL1507A	PL1707A	kW
		0	0	0	0	0	0	
Maximum continuous heat output	$P_{max,c}$	PL0507A	PL0757A	PL1007A	PL1257A	PL1507A	PL1707A	kW
		0.50	0.75	1.0	1.25	1.50	1.70	
Auxiliary electricity consumption								
At nominal heat output	el_{max}	None						kW
At minimum heat output	el_{min}	None						kW
In standby mode	el_{SB}	0.001						kW

Item	Unit
Type of heat input, for electric storage local space heaters only	
Manual heat charge control, with integrated thermostat	NO
Manual heat charge control with room and/or outdoor temperature feedback	NO
Electronic heat charge control with room and/or outdoor temperature feedback	YES
Fan assisted heat output	NO
Type of heat output/room temperature control	
Single stage heat output and no room temperature control	NO
Two or more manual stages, no room temperature control	NO
With mechanic thermostat room temperature control	NO
With electronic room temperature control	NO
Electronic room temperature control plus day timer	NO
Electronic room temperature control plus week timer	YES
Other control options	
Room temperature control, with presence detection	YES
Room temperature control, with open window detection	YES
With distance control option	NO
With adaptive start control	YES
With working time limitation	NO
With black bulb sensor	NO
Contact details	
NEOMITIS LIMITED 16 GREAT QUEEN STREET, COVENT GARDEN, LONDON, WC2B 5AH UNITED KINGDOM	

LEGAL GUARANTEE (EXTRACT OF TERMS AND CONDITIONS)

Clause 6 - Guarantee:

6.1. Guarantee of patent defects - Principle: Our products must be verified by the customer upon delivery. Any and all claims, reservations or disputes regarding missing items and patent defects must be submitted in the manner set forth in these General Terms and Conditions.

In the event of patent defects, the defective parts shall be replaced by us, subject to verification of the alleged defects.

We shall not be held responsible for patent defects or missing parts of which the purchaser was aware before entering into the sales agreement.

The customer shall have to provide any and all evidence as to the reality of the defects noted (paperwork, photographs, etc.), and our company reserves the right carry out, directly or indirectly, any and all checks and verifications, notably on site.

Notice of the missing items or of the patent defects which were noted at the time of delivery, and those discovered after acceptance and intake of the products, shall have to be provided by the customer in writing within twenty-four hours following the date on which the latter discovered the said missing item or defect. No notice shall be taken into account if it is provided more than eight full days following delivery of the products. Once said timeframe has expired, the customer shall no longer be able to put forward as a ground non-conformity of the products as regards patent defects or missing items, or raise said non-conformity in a counter-claim in its defence at the time of legal proceedings regarding the collection of monies owed brought by our company.

6.2. Guarantee of hidden defects: Our company guarantees its products against the hidden defects which existed on the date on which products are delivered, in accordance with the law, under the terms set forth hereinafter.

Our guarantee only applies to products which have lawfully become the property of the purchaser. It only applies to products which were manufactured in full by our company. Our guarantee covers hidden defects. Since our customers are trade professionals, a hidden defect is defined as an unacceptable manufacturing defect affecting a product which renders the latter unfit for the intended use thereof which is not liable to be detected by the purchaser before it is used. “Unfit for the intended use thereof” means that the defect prevents the piece of equipment from operating. Thus, the design of the product is not covered by the hidden defects guarantee – our customers are deemed to have received all of the technical information regarding our products. We do not guarantee against malfunctions or damage or wear and tear arising out of adaptations or fitting of our products which are special or unusual or usual. Likewise, allegations regarding occasional or variable malfunctions, a lack of comfort, unhappiness regarding the results obtained, aesthetic defects, in particular, are not covered by the guarantee against hidden defects. A defect is not hidden if, despite the fact that the purchaser was not aware of it in good faith, it could have been discovered by carrying out basic verifications.

Our guarantee is limited to the replacement or repair of defective parts. It does not give rise to compensation.

6.3. Contractual guarantee: A specific contractual guarantee can be provided by our company for such equipment. In such case it shall be strictly limited to the stipulations set forth by us.

6.4. Terms covering the application of guarantees: Any and all requests for coverage in respect of the guarantee must be made using our After-Sales Service Return Request Form. All claims must be made by the Customer to the Supplier’s After-Sales Service Department, given that no direct claims by the user shall be taken into account. The guarantee request shall be taken into account upon production of a dated purchase receipt.

It is the responsibility of the purchaser who alleges a defect, regardless of the defect in question, to provide proof of the existence and of the nature thereof. An application is for-warded by the purchaser to our staff. Likewise, any and all guarantee requests shall have to be accompanied by evidence that it does not fall under one of the said exclusion cases. The purchaser must do his or her utmost to enable said defects to be officially recorded and remedied. He or she must further-more absolutely abstain from replacing the products or have said replacement carried out by a third party, failing which guarantee coverage shall not be provided.

The guarantee coverage is limited to merely exchanging or repairing the defective part. If it proves indispensable, after examination by the Supplier’s Technical Staff, replacement of the appliance in full shall be carried out as a temporary measure. Said replacement measure, taken as a temporary measure, under no circumstances howsoever constitutes an acknowledgment of responsibility on our part. In the event of replacement of the defective part or of the appliance as a whole, transport, removal and fitting costs are excluded from the guarantee. In the event of immediate replacement as a temporary measure, the defective equipment shall have to reach our staff within fifteen calendar days of the replacement thereof. Failing which, the replaced equipment shall be invoiced.

All returns shall be carried out in suitable packaging, with the equipment properly wedged. The cost of the return shall be borne by the customer. No returns of parts shall be accepted unless approved beforehand by our After-Sales Service Department. The customer shall receive an assessment carried out by our After-Sales Service Department in the event that the latter concludes that the return was unjustified.

The guarantee coverage excludes any and all compensation in respect of damages. The installer must be insured against any eventual damage.

Moreover, our guarantee automatically ceases to apply when our customer has not notified us of the alleged defect within a timeframe of thirty full days from the date of the facts cited as justifying the claim for guarantee coverage.

The onus is on the customer to provide evidence of the dates referred to in the claim.

6.5. Specific exclusion in respect of apparent defects: Defects and damage to the products delivered consecutive upon circumstances relating to carriage, to storage and/or to preservation conditions at the customer’s premises, in particular in the event of an accident of any type howsoever, shall not give rise to an entitlement under the guarantee provided by our company.

The guarantee does not apply to equipment already resold by our purchaser.

6.6. General exclusions in respect of the all the guarantees: All guarantees are invalid as soon as our products have been used under usage or performance circumstances for which they were not intended or which do not constitute normal usage.

The guarantees do not apply if the following conditions have not been complied with, to whit notably:

- Storage away from sources of humidity and the effects of bad weather.
- Set-up and installation in accordance with best practice.
- Utilisation with a 230V domestic power supply.
- Utilisation compliant with the Supplier’s instructions for installation and use.

The guarantees do not apply to any eventual damage which is the consequence of overvoltage or other faults which occur in power supply and distribution circuits.

The guarantees apply to corrosion defects only if the appliances are used in accordance with the usual circumstances which apply in a single housing unit or in the tertiary sector; in particular they must not be:

- Subject to intensive and continuous ambient humidity (from swimming pools, etc.);
- Cleaned using acidic substances which are liable to affect their properties.

The development of a shade of colour over time is a natural phenomenon and cannot give rise to a guarantee claim. The guarantees do not come into play if the acquirer cannot provide evidence of full payment for supplies and/or if the installation and usage instructions provided by the vendor were not complied with, and less specifically in the event that the damage caused arose out of the actions of the purchaser or of the servants thereof, out of force majeure circumstances or out of unforeseen circumstances. The guarantees do not apply in the event of a defect originating either in the components supplied by the purchaser and in the event of a design having been required by the purchaser, without the vendor having taken part in said end design process, or if the product did not meet aims determined by the customer of which the vendor was not notified. All points not mentioned in writing in the order are not guaranteed. All damage caused by normal wear and tear is also excluded from the guarantee.

The guarantees only apply to products produced in production runs, to the exclusion of prototypes and samples.

6.8. Guarantee period: The guarantee period for missing parts and patent defects varies depending on the nature of the defect in question and on the type of equipment in question:

- As regards electric radiators, electric and dual-fuel towel rails and accessories: a guarantee lasting 30 months from delivery of the appliance up to a maximum of 36 months after its manufacturing date in the case of a non-compliance defect ;
- As regards spare parts: 2 years from the exchange.

The guarantee for hidden defects is provided for duration of 30 months from delivery.

The spare parts vital for the use of the machine or equivalent spare parts continue to be available for five years from the date of manufacture of the appliance.

Work carried out under the guarantee does not have the effect of extending the duration of the guarantee.

NEOMITIS

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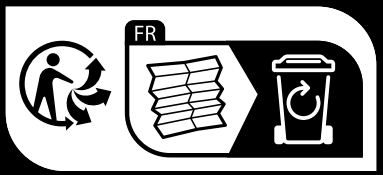
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