

TROUBLESHOOTING GUIDE

Problem	Root Cause	Corrective Action
1. No power	1. Power cord was not plugged into the outlet.	1. Check that unit is plugged directly into a standard 120 volt outlet.
2. Heater does not turn on manually.	2. No incoming power from the electrical wall socket or switches.	2. Check circuit breakers and move unit to another outlet.
3. Not producing enough heat	3a. Power strip/surge protector/ extension cord being used 3b. Location of unit	3a. Plug unit directly into the wall. 3b. Make sure unit is located on an interior wall or away from drafty doors or windows.
4. Unit blows cool or cold air	4. Heat function is not turned on.	4. Rotate main control knob to low heat or high heat.
5. Power cord gets warm	5. Normal operation	5. Check your heater cord and plug connections. Faulty wall outlet connections or loose plugs can cause the outlet or plug to overheat. Be sure the plug fits tight in the outlet. Heaters draw more current than small appliances, overheating of the outlet may occur even if it has not occurred with the use of other appliances. During use check frequently to determine if your plug outlet or faceplate is HOT! If so, discontinue use of the heater and have a qualified electrician check and/or replace the faulty outlet(s).
6. Is it safe to place unit on carpet?	6. Product inquiry	6. It is safe to place unit on carpet but make sure any flammable items are at least 3 feet (0.9 m) away from front and sides of the unit.
7. How many square feet will my unit warm up?	7. Product inquiry	7. Provides supplemental heat up to 600 square feet
8. Heater doesn't work but control knob is in I or II position.	8. The thermal protector has tripped.	8. Normal. Contact Customer Service if not effective.
9. Excessive noise with the heater on	9a. Dirty blower motor. 9b. Unit not level.	9a. Gently vacuum heater blower vents and filter. 9b. Place unit on firm, level surface.
10. Heater does not blow warm air	10. Normal operation	10. Because of the larger heater outlet size and the higher fan speed, the hot air will not feel as hot to the touch as other heaters. Also, check to see that nothing is obstructing the inlet air flow.
11. Reduced air flow or heat output.	11. Dirty filter	11. Periodically clean the filter by vacuuming.
12. Filter cover hard to open	12. Filter cover difficult to remove.	12. Press both filter tabs at the same time and pull the cover outwards. Once the cover is removed, carefully remove the filter and the inlet mesh.
13. How many quartz heating elements are in unit?	13. Product inquiry	13. 3 oversized infrared quartz heating elements.