

# ecostrad

INSTRUCTION MANUAL

## Ecostrad iQ Infrared Panels

WiFi Control User Manual



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## 1 | Technical Data

### Wireless Temperature Sensor

Power supply	DC 3V (2 x 1.5V AAA batteries, not included)
Power consumption	3V, 0.1mA
Temperature display range	0-50 °C (32-113 °F)
Humidity display range	10-99%
Dimensions (mm)	W60 x H75 x D16
Weight	55g
Radio frequency	433.92MHz
Working environment temperature range	0-50 °C
Maximum working distance between heater receiver and temperature sensor	5 metres

### Built-in Receiver

Power supply	AC 220-240V
Wireless standard	IEEE802.11b/g/n
Frequency range	2.412~2.484GHz
Security mechanism	WEP/WPA-PSK/WPA2-PSK
Encryption type	WEP/TKIP/AES
Standby power consumption	<0.8W
Working environment temperature range and humidity range	-5-50 °C 10-95%

### SmartLife App

System requirements	
Android	4.4 and up
Apple	iOS 9.0 and up

## 2 | Components

The iQ WiFi control system comprises three parts:

### 1. SmartLife app

The app is the interface through which you control the panels. You can set weekly programs and count down timers, adjust temperatures, add heaters to groups and automate with other devices. Commands from the app are broadcast to the panel receivers via your router. The app is compatible with both iOS and Android systems.



### 2. Wireless temperature sensor

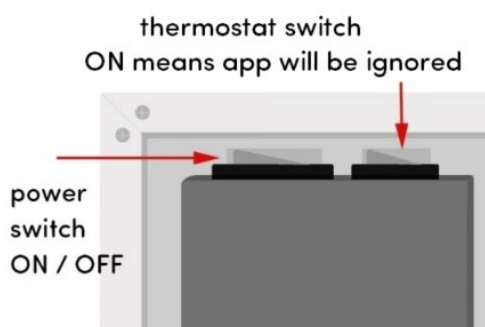
The temperature sensor is a battery powered device designed to sit in the same room as your panels. When paired to a panel controlled by the app, the app will use the information provided by the sensor to maintain set temperatures and run programs.



### 3. Receiver, built into the heater

The receiver receives and executes signals sent by the app via your router.

The thermostat switch on the receiver enables two modes of operation:

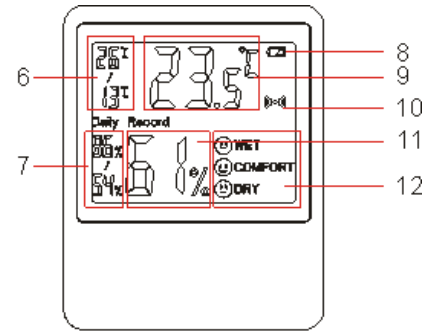
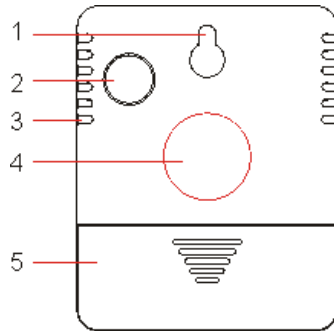


Thermostat switch is OFF.	The heater is controlled by the app and temperature sensor.
Thermostat switch is ON.	<p>The heater is not controlled by the app. The panel will heat if the general power switch is ON, and stop heating when the switch is OFF.</p> <p>In this mode, the link between the receiver and the heating elements is temporarily broken. The receiver will still respond to commands from the app with the normal beep sounds and changes to the indicator LED colour. However, none of these changes will effect the heat coming out of the panel. This means you should disregard the colour of the LED when the heater is in thermostat OFF mode.</p>

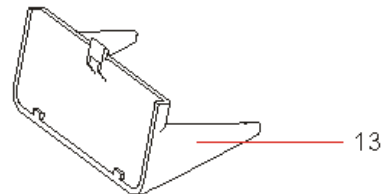
## 3 | Temperature Sensor Set Up

### 3 – 1 | Display & Components

1. Wall mounting hole
2. Pairing and °C/°F toggle button
3. Cooling holes
4. Magnet
5. Battery compartment



6. Highest / lowest room temperature in past 24 hours
7. Highest / lowest room humidity in past 24 hours
8. Battery level indicator light
9. Current room temperature
10. Transmitting pairing signal symbol
11. Current room humidity
12. Comfort level based on humidity (not temperature)



- I. Wet (above 65%)
- II. Comfort (35-65%)
- III. Dry (below 35%)

13. Desk stand (optional)

NOTE – The temperature sensor can only work in 0-50°C environments. The LCD screen will not work correctly outside this range.

## 3 – 2 | Pairing

1. Load 2 x AAA batteries into the temperature sensor.
2. Power on the heater and switch the general power switch to ON. One beep will sound. After about 20 seconds two beeps will sound. This means the receiver is ready to pair.
3. Long press the pairing button on the back of the temperature sensor until you hear a long beep. This means the sensor has paired with the receiver.

### NOTE:

- The receiver will leave pairing mode after 3 minutes of sounding the two beeps. If the sensor does not connect, it may have timed out. Switch off and on again and wait for the two beeps to sound before attempting again
- The maximum working distance between the receiver and the sensor is 5m. If the sensor is not pairing, try bringing it closer to the panel
- Sensor can be paired with multiple heaters, if you wish. This can be useful where several panels are used in the same room. You can connect one at a time or all together.
- Heaters can only be paired with one sensor.
- If the sensor has been connected previously, it may not beep when the connection is re-established. Check the room temperature on the app matches the sensor to confirm the reconnect has been successful. Allow a minute for the app to update with the new information.

## 4 | Connecting to WiFi

### 4 – 1 | Downloading the App

Ecostrad iQ infrared heating panels are designed to work with the SmartLife app.

Scan the code below to go to the app. Press install and follow the app's instructions to create an account.



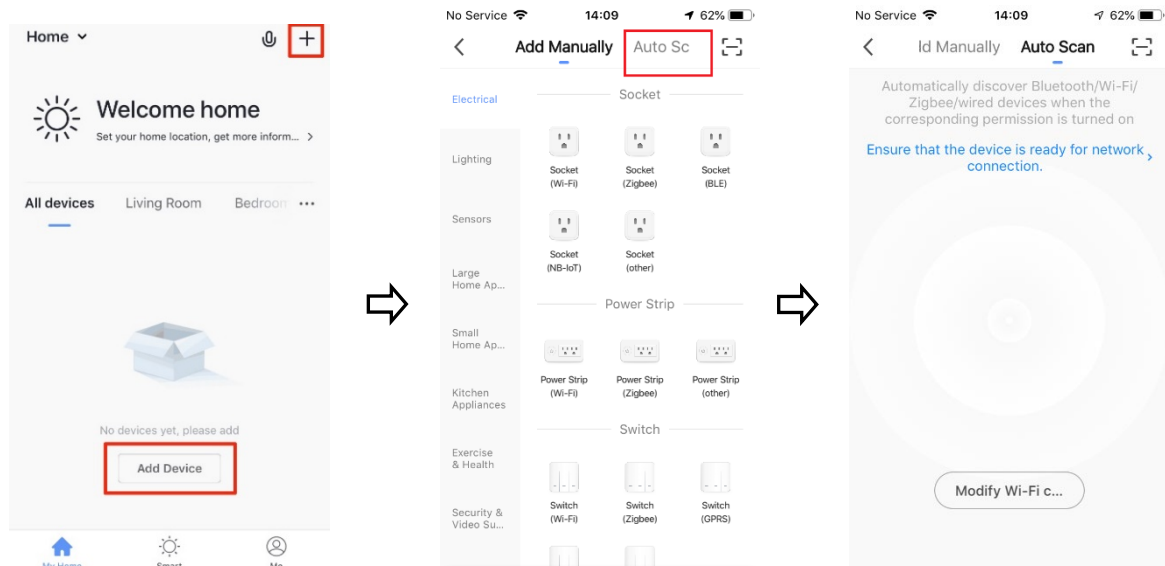
## 4 – 2 | Connecting Heater to the App

NOTE – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions.

1. Before pairing, ensure your mobile device is connected to your WiFi network. This must be a 2.4GHz network. If you have a 5.0GHz router, you will need to switch to the 2.4GHz band if this does not happen automatically.
2. Power on the heater. Make sure the thermostat switch is set to OFF. Switch the heater off and on at the general power switch 3-4 times. Wait for 8-10 seconds until the red indicator light on the side of the receiver begins to flash.

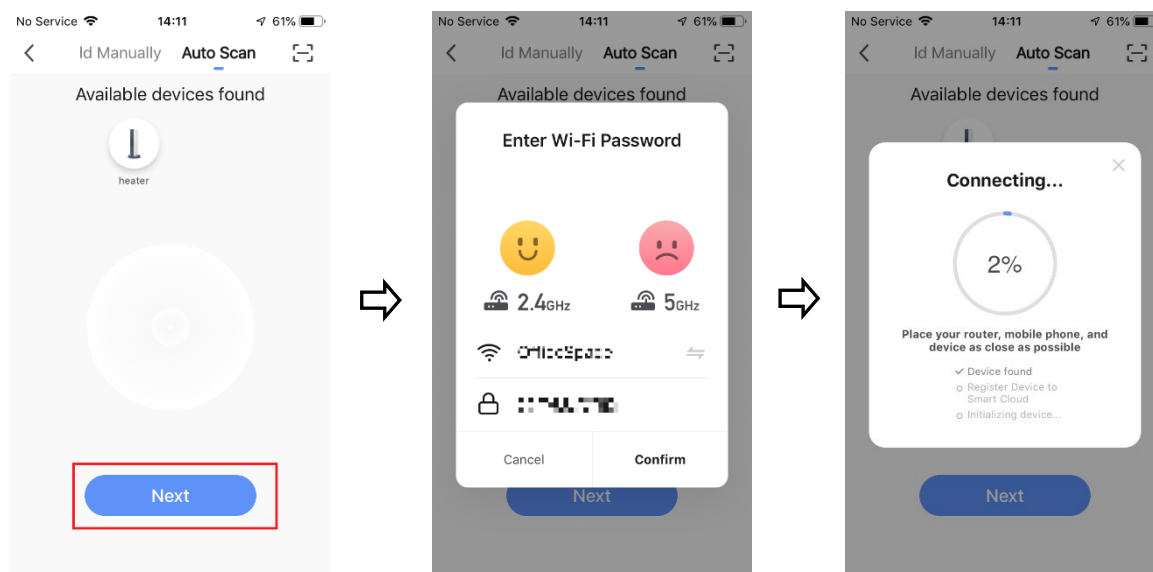



3. Open the app and press “Add Device” or the “+” icon in the upper right hand corner.
4. Select “Auto Scan” from the top bar.

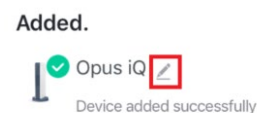


5. If the heater has been correctly set to pairing mode, an icon will appear on the screen to show the app has found the heater. Press “Next” to add the heater.

- You will be prompted to select your WiFi network and enter your password. This is where you can check that the band is 2.4GHz. You can follow the link in the app for advice if you need help with this.




- Once you have reached the connecting screen, it should take 20-30 seconds for the heater to be successfully added to the app. "Device added successfully" will display on the app. The red indicator on the heater will switch to a steady light to confirm the panel is online.
- Tap the settings icon  to change the name of the heater.



NOTE:

- You will need to repeat this process any time you make system changes to your WiFi or SmartLife account. A new router, WiFi password, or SmartLife account will require you to re-connect your heaters. This may also be required if you use the app on a new device. This varies between models.
- If the WiFi is disrupted, the heater will go offline and power off.
- You can temporarily break the connection between the heater app by switching the thermostat switch to ON. The LED indicator and beep will still respond to changes in the app, but these will not be passed onto the heater, which will simply heat when power is ON and stop when power is OFF.
- There are two ways to permanently break the connection between the heater and the app.

Via the app, you can remove the heater by tapping the heater listing, tapping the settings icon  and scrolling down the menu to "Remove Device". You can either "Disconnect and wipe data" or just "Disconnect" if you want the app to remember the heater's settings if you connect it again.



Via the heater, you can break the connection by rapidly switching the general power switch OFF and ON four or more times, taking not more than 5 seconds for each switch. Leave the heater ON and you should see the red indicator light switching off, confirming the WiFi connection has been wiped.




## 5 | Using the App

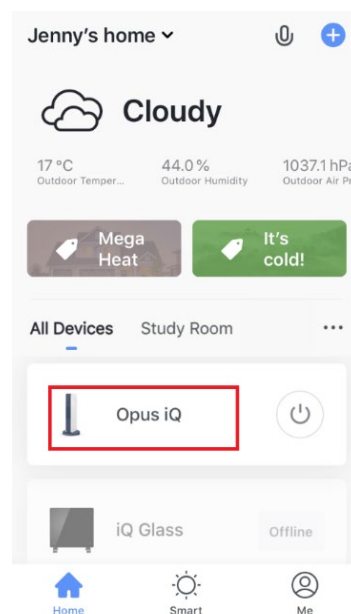
NOTE – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions.

### 5 – 1 | Home Overview

You can use the SmartLife app to control multiple devices. All devices are displayed on the home screen with their status.

Possible statuses:

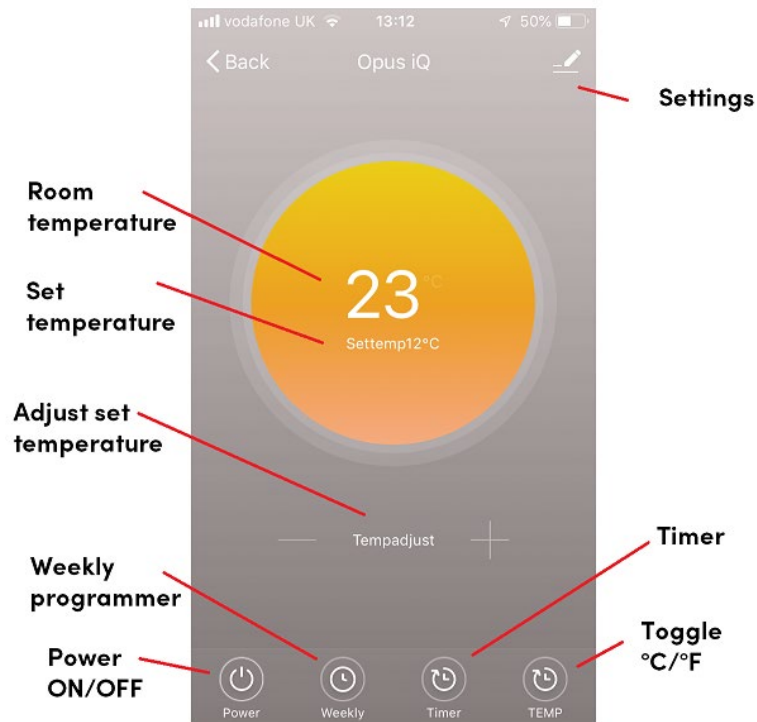
- Online – Switched Off 
  - Red light showing. Heater responds to app but will not heat or follow programming until it is switched on.
- Online – Switched On 
  - Blue light showing. Heater is heating.
  - Red light showing. Heater is on standby.
- Offline 
  - Device is turned off at wall or power switch. It cannot be controlled by the app.



## 5 – 2 | Control Interface

Tap the heater listing to go to the control interface.

Once you reach the heater's control interface you can turn the panel off and on, adjust set temperatures and access weekly programmer, timer and device settings.




### NOTE:

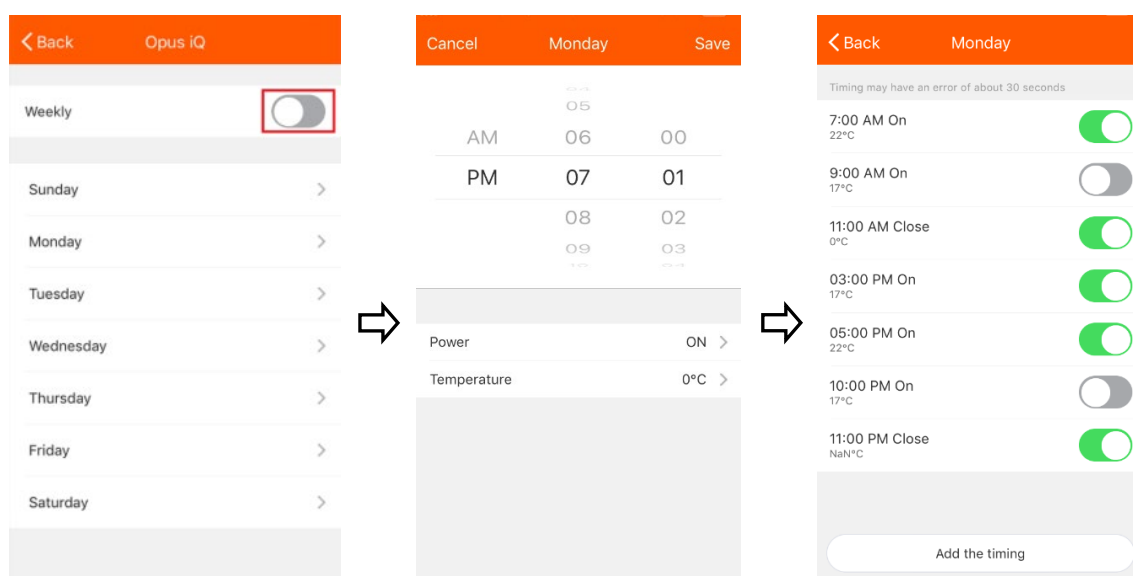
- The heater will only heat if the set temperature is at least 0.5 °C above the current room temperature. Turning the heater "ON" when the set temperature is lower than room temperature will put the heater in standby mode until the room temperature drops sufficiently.
- The panel will display a solid blue light on the receiver when it is heating.
- If the heater is online but not heating, a red light will display on the receiver.
- If the current room temperature on the app does not match the temperature sensor, the sensor may have become disconnected. Reconnect as per steps in section 3-2. Check whether the connection is successful by checking the room temperature on the app matches the sensor.

## 5 – 3 | Weekly Programmer




To set and engage the weekly programmer, tap the  icon on the control interface. You will only be able to do this when the heater is online and switched on.

- Tap the individual days to set their program. Set time, power ON or OFF and temperature (ON only) and save.
- You can set unlimited heating periods a day.
- You can toggle individual periods ON / OFF within the day.
- Make sure you toggle the program to ON before returning to the interface, otherwise the program will not run.

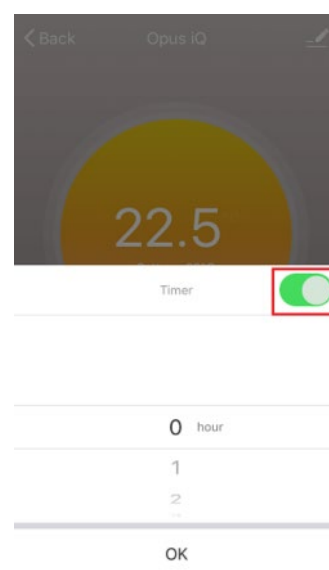


## 5 – 4 | Timer




To set and engage the timer function, tap the  icon on the control interface. You can only set the timer when the heater is online and switched on. The timer sets the heater to switch off after a set period of time. It is an alternative to running the weekly program; the two cannot be run concurrently.

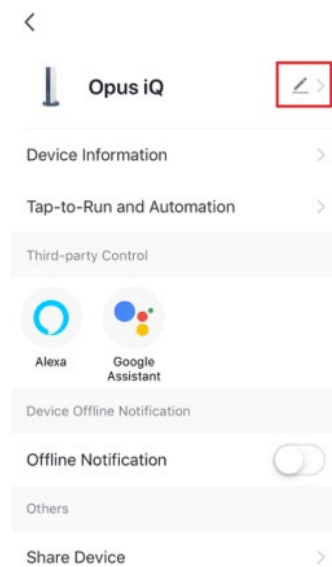
- Toggle the timer ON.
- Choose a time period from 0-12 hours.
- Tap OK.



## 5 – 5 | Device Settings

Tap  to view and edit the heater's settings.

- Heater Profile  >
  - Icon – image displayed. Option to replace the default with a photo from your device
  - Name – can be changed.
  - Location – option to add the heater to a location, e.g. living room. Locations allow you to control all devices in the same room with the same commands. Locations can be set up in the home management section of the app.
- Device Information – device ID, IP address, etc.
- Offline Notification – enable or disable.
- Device Sharing – share the heater with another SmartLife account, e.g. that of a family member. Accounts are linked to mobile numbers or email addresses and must be created before devices can be shared.
- Create Group – group devices together to control with the same commands.
- FAQ & Feedback – report issues or improvements to the app provider.
- Check Device Network – check the strength of the heater's WiFi connection.
- Check for Firmware Update
- Remove Device – option to “Disconnect and wipe data” or simply “Disconnect” if you want the app to remember the heater's settings if it is reconnected.



## 5 – 6 | Voice Integration

The SmartLife app is compatible with both Amazon Alexa and Google Home.

To connect, first download the SmartLife skill onto your Alexa or Google Home app. You can then link your Alexa or Google Home app with your Smart Life app. Depending on your device, your voice control app may discover your devices automatically, or you may need to prompt it to do so.


Example commands:

- OK Google, turn on **heater**.
- Alexa, set **heater** to 9 degrees.
- Alexa, switch off **heater**.
- OK Google, switch heater to 25.

Make sure you name the heater something that's easy for you to say and for your voice interface to understand!

You can find quick guides for both Google Home and Alexa in the SmartLife app's FAQ section.

## 6 | Troubleshooting

Problem	Possible Cause	Action
Temperature sensor not pairing with heater.	Pairing mode has timed out. The receiver only stays in pairing mode 3 minutes after sounding the two beeps.	Turn the heater off and on again. Wait for the two beeps then try pairing again, following the instructions in <b>3-2</b> .
	Sensor is too far from the receiver.	The maximum working distance between the receiver and the sensor is 5m. Bring the sensor closer to the panel.
	Battery level is low. Low battery levels can prevent pairing. This might be the case if the low battery icon  is flashing.	Replace with fresh batteries and try pairing again.
Heater is not heating.	Set temperature is lower than room temperature.	Go to section <b>5-2</b> to change set temperature. You can also change the temperatures set in the weekly program by following section <b>5-3</b> .
	Heater is not correctly switched on.	Check all connection points: <ul style="list-style-type: none"> <li>• Heater plugged in</li> <li>• Socket switched on</li> <li>• General power switch ON</li> </ul>
Heater will not connect to the app.	You are connected to a 5.0GHz WiFi band instead of a 2.4GHz band.	See guidance on how to switch to a 2.4GHz band in the FAQ section of the app.
App status does not match heater status.	It can take a minute for the heater to respond to the app and vice versa.	This is normal. The speed of the connection depends on network factors.

	Thermostat switch on receiver is set to ON.	Switch the thermostat switch to OFF.  If the thermostat switch is ON, the app commands will be passed to the receiver but not to the heater, so LED indicator and app status may not match heater behaviour.
App is not displaying the correct room temperature.	Temperature sensor has become disconnected.	Follow the steps above to reconnect the sensor. Once connected, allow at least a minute for the app to update with the correct temperature.
	Temperature sensor is in a location with unrepresentative temperature.	The sensor should be left in a normal open room environment, rather than inside a drawer, under a blanket, in a pocket, etc. Do not cover or touch the sensor.  If the temperature is too high, check the sensor is not in a hot location – e.g. near the heater, in direct sunlight, close to hot water pipes. If the temperature is too low, check the remote is not in a cold location – e.g. in a draught or by a window.