

HERSCHEL Select Infrared Ceiling Tile Heater

INSTALLATION & OPERATING INSTRUCTIONS



Models Covered by these Instructions:
Select Ceiling Tile Heater
HS350C



The product complies with European Safety Standards Low Voltage Directive 2014/35/EC, EMC Directive 2014/30/EC, RoHS 2011/65/EC & Ecodesign requirements for local space heaters 2009/125/EC.

Original instructions covering Select Ceiling Tile Heater models produced from 062019 onwards.

IMPORTANT SAFETY PRECAUTIONS

READ THESE INSTRUCTIONS CAREFULLY AND RETAIN FOR FUTURE REFERENCE.

Failure to observe these instructions will invalidate the warranty.

Do not disassemble. No user-serviceable parts inside.



WARNING

TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY:

1. This appliance must be disconnected from its power source during installation or service activities and when replacing.
2. The Select Ceiling Tile Heater is not equipped with an integrated device to control the room temperature. If intended for use in an enclosed space for the purposes of room heating, Herschel or similar temperature controls must be used. If you do not use a room temperature controller, **DO NOT** use for room heating when rooms are occupied by people incapable of leaving the room on their own, unless constant supervision is provided. Herschel is not responsible for any breach of EcoDesign (Lot 20) or Safety legislation where the heaters are used in an enclosed space without use of a Herschel controller.
3. In order to avoid overheating and potential fire hazard, **DO NOT** cover the heater with insulating material or similar material under any circumstances. **DO NOT** locate the heater within 0.3m of any flammable materials (eg. Furniture, curtains).
4. **DO NOT** touch the heater when in use. Herschel panel heaters have a surface temperature of around 95°C / 248°F and prolonged contact with the heater will cause burns and injury.
5. **DO NOT** operate the heater if the cord is damaged or after the heater malfunctions, or if it has been dropped or damaged in any manner. Check each heater for damage before installation. Make sure that the heater and the cable are free of any visible signs of damage. If the cord is damaged the appliance must be sent for repair to an authorised Herschel Dealer.
6. This heater must only be used for the heating of people or buildings. The heater is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge. Children should be kept away and should not be left unsupervised around the unit.
7. All operators should only switch on/off the appliance provided that it has been placed or installed in its intended operating position in accordance with these instructions. Children must not plug in, switch on or regulate the appliance or perform user maintenance including cleaning.
8. **IMPORTANT:** Herschel panels are designed for use with an AC voltage between 220-240 volts, 50 Hz AC. If your supply voltage exceeds 240 Volts do not use the heater and refer to your local dealer.
9. **IMPORTANT:** The heater must be mounted on a non-flammable surface.

SAVE THESE INSTRUCTIONS.

WATER INGRESS PROTECTION: IPX4

Herschel Select Ceiling Tile Heater panels are rated IPX4 enabling them to be located within splashable zones in a bathroom (called Zones 1 & 2) which means they can be placed in the splash zone above a sink or bath.

However, installation in potentially wet or humid rooms such as bathrooms must be carried out by a suitably qualified installer and comply with local electrical safety requirements. Installation must be such that:

- the heater must not be able to become detached from the fittings and fall into a bathtub, shower, swimming pool or other water container;
- Switches and other controls cannot be touched by a person in the bath or shower.

If in doubt, do not install. Herschel Infrared Ltd shall not be liable for any loss, damage or injury caused or resulting from inadequate fitting or incorrect placement of heaters close to water sources.

POSITIONING:

This is an infrared panel heater designed specifically to fit in 60x60 cm ceiling grid tile spaces. It heats objects by transferring energy directly from the heater into the object. The optimum position for the heater is placement where it will not be obstructed by objects or where it cannot effectively radiate out, such as at the edge or in the corners of a room. Objects placed in front of the heater will heat up and can prevent effective heat dispersion into the room. Avoid placing it above windows or open doorways.

When ceiling mounting in a ceiling grid, to avoid overheating the unit, **DO NOT** place any insulating materials onto the rear of the panel.

Objects in front of the panel must be at least 400mm away and 200 mm away from the sides. The distance from the sides of the heater must always be observed. Failure to do so will cause excess heat to build up behind the heater and will void the warranty.

The distance between the sides of the heater and the sides of any adjacent heater must be at least one 60x 60 tile distance to avoid excess heat to build up between two heaters placed adjacent to each other. Failure to observe this will void the warranty.

These heaters have no brackets and cannot be mounted on a ceiling surface. They can only be mounted in a ceiling grid tile space. For ceiling mounting panels on a ceiling surface, please use the Herschel Select XLS White panel range.

Select Ceiling Tile heaters are not intended for free-standing (portable) use.

If you are in any doubt, please check with your local dealer before mounting to the ceiling.

INSTALLATION:



WARNING:

Electrical installation should only be carried out by suitably qualified personnel.

Wiring to this appliance must be connected in accordance with the relevant national electrical safety standards. It is a Class 1 appliance and must be earthed.

When placed in public areas, installation must comply with relevant local electrical standards. For certain public buildings like schools and care homes the heaters must be installed according to the specific legislation for these types of buildings.

The electrical supply to the unit should be provided by connecting to a circuit protected by a fuse or residual current device (RCD) or Ground Fault circuit interrupter (GFCI) suitable for the electrical rating of the appliance. Temperature control must be effected by a Thermostat.

Colour coding used in the supplied mains cable: BROWN wire is to be connected to LIVE ('L'), the BLUE wire to NEUTRAL ('N') and the GREEN/YELLOW wire to EARTH ('E').



CAUTION:

- Ensure mains power is OFF before commencing an installation involving fixed wiring.
- Any fixed wiring outside the heater coming into contact or close proximity to the heater must be protected by sleeving with a temperature rating of at least 90°C.
- All cabling behind the appliance must take the shortest route to the edge of the heater.
- Ensure that the power cable is not coiled. Shorten the power cable if possible and do not place excess cable on the rear of the heater.
- Electrical connections must not be made directly behind the heater regardless of ceiling-mounting position.
- The heater is not to be located immediately below a socket outlet in ceiling-mounted positions.
- **DO NOT** drill through the heater as this will cause irreparable damage and is also dangerous.
- **DO NOT** connect a heater that is damaged in any manner to the power network.

For mounting the Herschel panel, install in accordance with this installation guide. Herschel Infrared Ltd cannot accept responsibility for damage, loss or injury caused by, or resulting from incorrectly installed heaters. Herschel Infrared Ltd will not assume liability for consequential loss however caused.

OPERATION:

The heater must be controlled by a Herschel thermostat or equivalent.

MAINTENANCE AND REPAIR:

Please note it is possible the heater may discolour with use - this is caused by air born pollution and is not a fault.

The heater is designed to last many years and incorporates several safety functions, but if the heater has not been used or installed in adherence to these instructions, emits any noise, smells or reaches high temperatures in excess of 100c, discontinue using the heater and refer to your local Herschel dealer.

The Herschel panel must be installed, uninstalled, cleaned or transported only when cold.

CLEANING:

Before attempting to clean the panel, isolate the unit from the electrical supply and allow it to completely cool down.

DO NOT immerse the Herschel panel heater in water or splash water onto it.

Clean the heater with a damp cloth . When clean, dry the surfaces with a dry cloth.

DO NOT apply abrasive materials, solvents or solvent wipes to the surface as this can cause irreparable damage.

Wait until the unit is completely dry before use.

REPAIR:

DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit, doing so will void your warranty. Repairs must only be carried out by an authorised Herschel service partner.

DISPOSAL:

The heater is an electrical product.



Waste electrical products should not be disposed of with household waste. The heater has been designed to have as many recyclable components as possible. Please recycle responsibly.

COMPLIANCE WITH ECODESIGN DIRECTIVE 2009/125/EC:

All Herschel Select Ceiling Tile Heaters when used with Herschel controllers demonstrate best-in-class performance by exceeding EcoDesign (Lot 20) requirements for fixed electric room heaters.

Select Ceiling Tile heaters are not intended for free-standing (portable) use.

Herschel is not responsible for any breach of the legislation where the Select Ceiling Heater is used without the appropriate Herschel controller.

See Appendix 1 for full details.

WARRANTY:



Register your product here:

<https://www.herschel-infrared.com/customer-service/warranty-registration/>

Within five years from date of purchase Herschel will repair or replace the heater where the fault is due to defects in materials or workmanship. This warranty is for standard domestic use only and excludes commercial uses. In the event of a warranty claim please visit the Customer Service area of the Herschel Website and follow the Warranty Claim process. You will need proof of purchase and photographs of the heater.

A prerequisite for validity of the warranty is use at the specified supply voltage of the heater and use in accordance with the conditions specified in this manual. Any further warranty or claims are excluded.

The warranty covers the repair or replacement of the defective product only and Herschel shall have no liability for installation costs or consequential losses however incurred. The decision to repair or replace will rest solely with Herschel and any replacement will be as close as possible in specification to the failed heater.

Removing the serial number will void the warranty. The warranty will also be void if the heater has been tampered with or opened in any way.

The product power label must be left on the panels where they can be accessed after installation if necessary.

Herschel Infrared Ltd will assume no responsibility for scratches on surface or frames after first use.

Herschel Infrared Ltd cannot accept responsibility for damage, loss or injury caused by ingress of water or moisture, accidental damage, mishandling, external impact, adjustment by unauthorised personnel or failure to follow the correct maintenance and safety precautions as stated in the manual. Refer to Herschel Infrared Ltd's warranty policy for full details. See <https://www.herschel-infrared.com>.

Note your serial number for future reference:

Installation Guide for Herschel Select Ceiling Tile Heaters

Placement in ceiling grid

Place the heater in an open 60 x 60 cm square in the ceiling grid.

DO NOT use glues or other bonding agent to fix the panel in place.

Power cable must exit the back of the panel via the shortest possible route for attachment to mains.

DO NOT under any circumstances coil or leave excess wire behind the panel.

APPENDIX 1 – ECODESIGN Information for Select Ceiling Tile Heater

When installed as fixed Electric Space Heaters

Applies to ALL models covered by these instructions.

Seasonal space heating energy efficiency pre Lot 20 = 30%

Target efficiency post Lot 20 = 38%

Actual efficiency post Lot 20 = 40%

Herschel Select Ceiling Tile Heaters are “best in class” if used with Herschel Controls.

Technical Details

Nominal heat output (P_{nom}) = Rated Wattage of heater (see product label)

Maximum continuous heat output ($P_{max,c}$) = Rated Wattage of heater (see product label)

Type of control and efficiency gain

Electronic room temperature control plus week timer = 7%

Open Window Detection = 1%

Adaptive Start = 1%

Distance Control = 1%