

Troubleshooting Tips

The heater or fan will not turn on:

- Give the heating chamber 1 minute to warm-up before the fan turns on.
- Clear the unit of any blockages from the inlet or outlet. Ensure the unit has room to circulate the air properly (i.e. the unit inlet is not pushed up against the wall). Turn the Master Switch off then on to reset.
- For MT1500 check the fuse on the back of the unit. The fuse is located on the rear of the unit. Unscrew and check fuse continuity. If the fuse is blown, please replace with 20A, 250V type or 20A, 125V type.
- Check the fuse or circuit breaker in your home.

The remote / control panel does not work:

(Note: Remote control is an optional feature)

- Remove plastic packing strip from battery compartment.
- The Red Master Power switch on the front or back must be turned ON for the unit to receive signals from the remote and for the control panel buttons to work.
- Push the Power button located on the remote, or on the LED display, to turn on the heater. The display will be lit when unit is on.
- The remote is too far away for the heater to receive the signals. Ensure the remote is pointed directly towards, without blockage, the receiver area under the display panel.
- Replace the battery with one button cell Lithium battery, type CR2025 (3V).
- If the remote still is not functional after completing the above steps, please contact customer service for a replacement remote.

The fan does not turn off:

- Remember, the fan will continue to run until the heat chamber has cooled down. After a few minutes the fan will shut off automatically, unless the thermostat once again calls for heat.

The fan is running slowly or there is reduced air flow:

- Clean Air Filter. (Remove air filter and run warm water through the filter in the opposite direction to the air flow until the filter is sufficiently clear of dirt and dust. Shake the filter until all excess water is removed. Allow to air dry. Replace filter.)
- Clean and vacuum rear vent if needed.

The unit is not heating the room properly:

- Make sure the lifetime filter is clean.
- Try placing the unit on an interior wall.
- What type of floor is the heater setting on? Cement, tile and other similar types of floors are porous surfaces that can absorb a great deal of heat. This will increase the amount of time needed to heat the room. Alternatively, set unit up off the floor.
- Is the room well insulated? A room with many or large windows, or little insulation will not retain the heat as efficiently.

TV / Cable remote control interferes with my heater:

- Remote Control feature is optional and may not be included with your heater. However, your heater is set to receive IR signals from a remote control. Your heater can pick up IR signals from a TV remote or other remote if they have the same frequency. If your heater is affected by a different remote in your home, you should turn off the remote feature on the heater so it will not receive any IR signal. To do this, press and hold the MODE or F/C button on the control panel for three seconds until the digits flash. The unit will now not receive any remote signals. Turn the Master Power OFF then ON to reset signal reception.

IF THESE STEPS DO NOT RESOLVE THE PROBLEM, PLEASE CONTACT CUSTOMER SERVICE WHERE YOU PURCHASED THE HEATER FOR FURTHER ASSISTANCE.