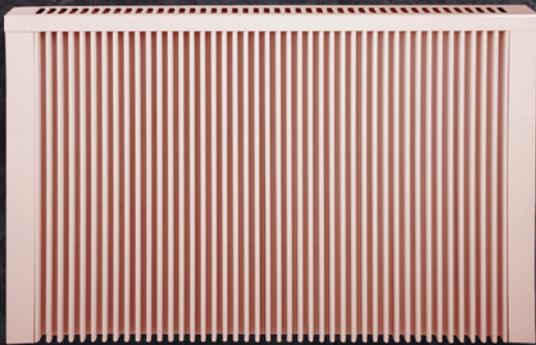




SUNFLOW

heating for life

Welcome to your
Sunflow heating



Important Safety Notices

 **Please read before using your Sunflow heaters and retain for future reference.**

Children under 3 years old should be kept away from the heater unless continuously supervised.

Children over 3 and less than 8 years old may switch the heater on and off provided a) it has been placed in its intended normal operating position b) they have been given supervision or instruction concerning safe usage c) they understand the hazards involved. They shall not clean, play with, plug/unplug, regulate or perform maintenance upon the heater.

Children aged from 8 years, persons of reduced physical sensory or mental capacities, and persons with lack of experience and knowledge may use the heater provided a) they have been given supervision or instruction concerning safe usage b) they understand the hazards involved. They shall not clean, play with, regulate or perform maintenance upon the heater.

 **CAUTION:** Parts of the heater may become hot during normal operation, which could cause burns. Particular attention must be given where children and vulnerable people are present.

The heater is not user serviceable. Your guarantee will be void if the heater is opened and/or maintained by a third party. If the supply cord (power cable) is damaged, it must be replaced by Sunflow, their service agent or similarly qualified persons, that have been pre-approved by Sunflow.

DO NOT site the heater immediately below a power socket.

Only Sunflow heaters with an **IPX4** rating are suitable for use in Zone 2 of bathrooms if wall-mounted and hard-wired.

Portable heaters **MUST NOT** be used in bathrooms or the immediate surroundings of a bath, shower or swimming pool.

 **WARNING:** In order to avoid overheating, DO NOT cover the heater.

 **WARNING** (Digital controllers only): DO NOT use this heater without its Sunflow Ltd specified and approved digital controller within a room occupied by persons unable to leave on their own, unless constant supervision is provided, as there is no built-in temperature control on the heater itself.

 **WARNING:** DO NOT coil up excess power cable; all coiled cables generate heat and magnetic fields, and could become a fire risk. If you have wall-mounted heaters these will have been trimmed to an appropriate length.

 **WARNING:** The heaters **MUST** be earthed, with the correct fuse per heater. On units with plugs, this is fitted at our factory. Your installers will additionally check the fusing arrangements at your power points/consumer unit.

 **WARNING:** All bathroom heaters **MUST** be wall-mounted (not on feet or castors) and the controls should not be in reach of anyone in the bath or shower. As a precaution, we protect all our bathroom heaters to IPX4 regardless of zone, in addition to adhering to all building and electrical regulations. Sunflow heaters are not suitable for wet rooms.

 **WARNING:** Installers of hard-wired heaters **MUST** incorporate a double-pole disconnection device into the fixed wiring, in accordance with the wiring regulations. All heating supply circuits **MUST** be RCD protected.

 **WARNING:** Mobile heaters **MUST NOT** be moved when turned on and/or hot.

Benefits of a Sunflow heating system

We are delighted to welcome you to the Sunflow range of solid core heaters.

Always efficient

- Heat where you need it.
- No wastage where you don't.
- PowerDown feature to reduce energy input.
- Unique solid core to optimise heat transfer.

Worry free

- No risk of whole house system failure.
- Zero maintenance.
- No burning fossil fuels.
- Totally future proofed.

Warmth every day

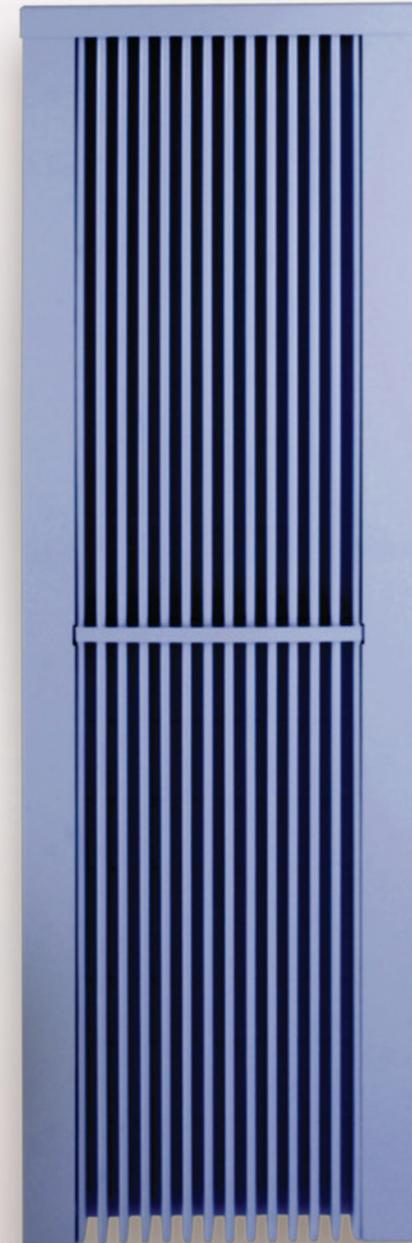
- Super fast heat up time.
- Convection to quickly remove any chill.
- Radiant to maintain overall comfort.
- Super reliable to ensure you are not left in the cold.



Our system is designed to work with a standard tariff.

So, if you are on an E7 tariff you should consider changing to a standard tariff.

Always check that you are on the best tariff available - if not then we highly recommend that you switch energy provider.



User Guide

Operating information

It is quite normal that, with the first switch-on, the unit produces a “new” smell. Allow your heater to operate in a well-ventilated place for two or three hours.

Temperature difference can cause crackling and other noises in the unit. This does not indicate any failure in the radiator.

NOTE: If the radiator LED is lit, then power is being supplied to the radiator. Portable radiators must be unplugged before moving.

Maintenance

Your Sunflow heater does not need any kind of special maintenance. Just remove any dust with a soft dry cloth.

If the heater has been switched off for a period, we recommend that you clean off the dust that has built up on the heater surface.

 **DO NOT USE SOLVENTS OR ABRASIVE PRODUCTS**

Portable heating

Under the Ecodesign Directive, portable units are not classified in the same way as primary heating, so we must advise that these products are only suitable for well insulated spaces or occasional use. These heaters **MUST NOT** be moved whilst in operation.

Controller location

The controls are held in the six-button CZC1 controller which talks to the heater by radio. The thermistor (temperature sensor) is in the controller itself.

Controllers can either be used on stands or wall-mounted using two screws and the plate at the rear. Put the controller in a part of the room that is regularly used and is in a centralised position. Do **NOT** place the thermostat in direct sunlight, near other heat sources, areas affected by drafts such as near windows, doors or vents, or where it can get wet.

Controlling your heating

Control is the key to successful and effective home heating. Sunflow heaters are highly controllable. If you heat rooms as and when you need to, you should improve your comfort level and avoid wasting energy on un-needed heating.

Have a think about when and why you need each area heated. This will help you choose useful programmes.

- For a bedroom you may only want heat for an hour or two in the morning, and another hour or two in the evening. These times can be different for different members of the household.
- For a bathroom you may also want morning and evening heat, but rather than going “off” (4°C target) in between these times, you could set a target of 16°C to ensure it never got seriously cold.
- For a hallway you could turn the 21°C settings down to 18°C.

It is well worth spending some time thinking about how best to set these up. You can always override a programme if you need heating at short notice, but setting programmes means you do not have to remember to change settings by hand several times a day.

 **TIP:** Sunflow heaters produce a lot of radiant heat so you may find you can use a lower temperature than you are used to, and still feel warm (say 19/ 20°C if you are used to 21°C).

Please refer to the programming instructions for further information on setting up your programme times and temperatures.

Installation Guide

(for supply only)

NOTE: Installation of Sunflow heaters will normally be carried out by our own teams. It is a regulatory requirement that certain electrical works are carried out and certified only by registered competent persons. This procedure, and these instructions, are only intended for competent persons.

Please see safety notices on pages 2 and 3. Most importantly: **do not cover the heaters.**

General notes – applying to all Sunflow heaters

 **Please read the section in full before beginning the installation.**

CLEARANCE: There should be at least 100mm from the top of any heater to the bottom of curtains. There should be at least 200mm from the top of the heater to shelves which overhang the heater.

VISIBILITY: There must be at least 500mm clearance to each side of the heater in order that the 'Do not cover' label on the lid, the identification label at the base near the cable outlet, the LED and any heater-mounted controls are visible to the user once the heater is installed. This is a regulatory requirement.

Wall mounting

 **Please read the section in full before beginning the installation.**

IMPORTANT: It is your responsibility to be sure, before you drill any holes and mount the heaters, that the wall is able to take the weight and you have the appropriate fixings for that wall. Sunflow heaters weigh between 19 and 78 kilograms. Due to the weight, installation of our heaters normally requires 2 people.

ELECTRICAL:

- It is important to consider and avoid existing wiring when screwing into walls.
- Heaters must not be installed immediately above or below existing sockets or light switches.
- If a heater is to be hardwired rather than plugged into a 3 pin socket, a double-pole disconnection device must be incorporated in the fixed wiring, in accordance with the wiring regulations.
- Cables on hardwired heaters should be a minimum of 300mm in length.
- Heaters with a power rating over 2000 watts must be hardwired.
- Non-IPX4 heaters are to be installed such that controls cannot be touched by a person in the bath/shower.
- Sunflow policy is to specify IPX4 units for bathrooms regardless of zone, but the wireless CZC1 controller is not IPX4-compliant.

Typical tools for install, solid wall: Drill with masonry bits. Two brackets, two bottom hooks, two top hooks (in box with heater). M6 coach bolts, with spanner or hex-head drill-driver to match. Wallplugs. Short scaffolder's (magnetic) spirit level. Selection of larger spirit levels. A second pair of hands for steps four & five.

Step One: Having determined the location of the heater, use the wall brackets as templates to determine where to drill your four holes.

Standard procedure is that the uppermost drill hole on the bracket should be 660mm above the floor, for 600mm high heaters. (1260mm up for 1200mm high heaters; and 440mm up for 380mm high heaters). This can be varied for aesthetic reasons, but be sure to leave room under the heater for cleaning / air circulation, if mounting any lower.

Brackets should be a) vertical, b) centred 85mm in from the edge of the heater:

- For heaters 370mm wide, bracket centres / drill holes should be **200mm** apart
- For heaters 670mm wide, bracket centres / drill holes should be **500mm** apart
- For heaters 970mm wide, bracket centres / drill holes should be **800mm** apart
- For heaters 1270mm wide, bracket centres / drill holes should be **1100mm** apart

- You can reduce this separation if required, but always use a **multiple of 20mm**.
- There are four holes in each bracket. You should use at least one of each pair (top and bottom).
- Be sure the lowest drill hole is above any damp proof course.

Step Two: Secure the brackets vertically using the correct fittings. Use a scaffolder's level to ensure each bracket is vertical. Use a long level to ensure the tops of the brackets are the same height.

- If mounting on a hollow wall, in addition to using hollow-wall fixings you may use the spare holes in the brackets for additional fixings, making a stronger anchor.
- Ideally at least one bracket on a hollow wall should be secured to a joist, even if this means reducing the separation between the brackets (if reducing, always use a **multiple of 20mm**).

Step Three: Put the bottom hooks (larger) in the lower slots of the brackets. Keep the top hooks (wider) to hand.

Step Four: You may need two people for this step. Lift the heater onto the bottom hooks. The hook should fit between two of the flutes; the flat section of the hook takes the weight of the central heater core; the small uptick of the hook should sit inside a flute at the front (may require some swivelling; not essential, but looks better).

Step Five: You may need two people for this step. Keeping the heater supported, remove the lid. Fit the top hooks upside-down into the upper slots. Push the heater vertically. Drop the hooks down. The top hooks should be perpendicular to the wall and not tucked into a flute (the lid fits better this way). Replace the lid and secure in place.

Step Six: Secure the cable using cable clips or appropriate trunking.

- The cable for hardwired heaters should be at least 300mm in length, to facilitate easy removal for redecoration without having to disconnect the heater.
- The plastic used for the cables is temperature-resistant. It can be rested on the hooks behind the heater.

Now turn the power on, and see the relevant "setup on installation" section below for the controls on this heater. See the Instructions for full details on controls.

Fitting feet or castors

 **Please read this section in full before beginning the fitting.**

Mobile units **must not** be used in the immediate surroundings of a bath, shower or swimming pool.

Mobile units **must not** be hardwired. Feet are permissible where the condition of the wall precludes wall-mounting, but units with castors must always use the supplied plug.

Feet / castors are equipped with upright pegs, which slide inside the flutes at the bottom of the heater. Which set of flutes to use depends on the size of the heater.

Only flute combinations which maintain the safe usage (stability) of the heater are permitted.

- For heaters 370mm wide, use the **second** set of flutes in from the edge of the side panel
- For heaters 670mm wide, use the **third** set of flutes in from the edge of the side panel
- For heaters 970mm wide, use the **sixth** set of flutes in from the edge of the side panel
- For heaters 1270mm wide, use the **eighth** set of flutes in from the edge of the side panel

Now turn the power on, and see the relevant "setup on installation" section below for the controls on this heater. See the Instructions for full details on controls.

Notes



Technical Support

Before calling check out our programming and support videos at:

<https://sunflowltd.co.uk/guide-videos/>

Call us on 0800 158 8272

Email us at: support@sunflowltd.co.uk

Your product warranties have been registered.