

*ComfortZone Infrared Heaters
Green Technology for a Modern World*

North American Distribution and Sales

EarthWise
Technologies, Inc

18324 Cook Road, Suite 6
Yelm, Washington 98597

Customer/Warranty Service:
(866) 446-2864



bearthwise.com

ComfortZone™ by EarthWise

Earthwise Electronics, Inc

ComfortZone™ by EarthWise. *Feel the Difference.*



ComfortZone™ Owner's Manual

*Therapeutic infrared heating systems
for a green, healthy environment*



Save these Instructions

Includes:

- Application Guidelines
- User Information & Guidelines
- Operating Instructions
- Warranty & Servicing



ComfortZone™ CZ1500-Wood

Wood Options:
Tuscan Walnut (shown)
Cherry
Oak



ComfortZone™ CZ1000-Wood



ComfortZone™ CZ1500-P



ComfortZone™ CZ1000-P



*For more information, or for additional assistance,
please call or write:*

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ComfortZone™ by EarthWise.

Live in Comfort.



Earthwise Electronics, Inc

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Congratulations on Your Purchase!

*Congratulations on purchasing your
ComfortZone™ Therapeutic Quartz Infrared Heater!*

One of the best things about using your new ComfortZone™ Therapeutic Quartz Infrared Heater is the money you will save on gas and electric bills.



Utility field tests show that the ComfortZone™ Quartz Infrared Heaters use an average of 35% less energy than conventional electric furnace/baseboard systems. And with current fuel prices, the ComfortZone™ will save you even more money than if you were using heating oil or gas heat.

That means drastic reductions in your heating bills—up to 50%, depending on the type of heating system you have currently installed.

The ComfortZone™ is a giant of unparalleled efficiency. The far-Infrared heating technology utilized in the heater warms the objects in the room, as well as the walls and floor. It evenly heats everything in the room, from top to bottom. The heat in the room will never hover uselessly near the ceiling again!

In addition to helping you keep money in your pocket, the ComfortZone™ goes a step beyond to also enhance your health and the quality of comfort you experience in the heated room.

Warranty & Service Information *(continued)*

IN NO EVENT SHALL EWE BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF PROFIT, OR MEDICAL EXPENSES CAUSED BY ANY DEFECT, FAILURE, MISUSE, OR MALFUNCTION OF THE PRODUCT.

Note: Some jurisdictions do not allow the exclusion of limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

The Company will not be responsible for the damages or losses, direct or indirect, caused by misuse, abuse, accident, negligence, conditions of transportation or storage, or failure to follow instructions. The Company will not be responsible for any statements that are made or published, written or oral, that are inconsistent with this written warranty, or which are misleading or inconsistent with the facts as published in the literature or specifications by the Company.

Warranty Restriction

This warranty is invalid if the factory-applied serial number has been altered or removed from the product.

Warranty Claim Procedure

To obtain warranty service, you must:

1. *Contact the Dealer* you purchased your equipment from for additional instruction.
2. *Provide proof of purchase, if requested*, in the form of a Bill of Sale or receipted invoice to show evidence that the unit is within the warranty period.

Warranty & Service Information

Three-Year Limited Warranty

EarthWise Electronics, Inc (EWE) warrants this product, to the original purchaser or gift recipient, to be free from defects in workmanship and materials under normal use and service, for a period of one year from the date of purchase. EWE further warrants the infrared heating elements and fan motors, to the original purchaser or gift recipient, for a period of two additional years from the date of purchase.

Extended Warranty Details: For an additional two-year period, EWE shall warrant the infrared elements and fan motors in the heater to be free from defects in workmanship and materials under normal use and service, and shall supply at no cost to the original purchaser replacement elements or fans as required to maintain product in good working order.

Shipping: EWE or its Dealer shall bear the cost of return shipping and repair, or replacement if, during the first 90 days, there is a defect in workmanship or materials. Thereafter, customer shall bear the cost of return shipping and EWE shall repair or replace any defective part including all labor for a period of one full year from the date of purchase.

Limitations

ALL WARRANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE EXPRESSLY LIMITED TO THE DURATION OF THE WARRANTY SET FORTH ABOVE.

Some jurisdictions do not allow limitations on the length of the implied warranty, so the above limitation may not apply to you.

Customer/Warranty Service: (866) 446-2864

The far-infrared quartz heating system will not burn, dry out, or otherwise pollute the air with impurities. This protects the natural humidity level and produces a *soft ion-balanced heat*. Using soft infrared heat is the better, comfortable and more healthy way to heat a room.

There are many therapeutic benefits that can be attributed to infrared heat. Its use as an integral part of many medical therapies is well documented as well. Now you can enjoy the benefits of therapeutic infrared heat with a ComfortZone™ portable infrared heater.

Please read the operating instructions carefully for safe and optimum enjoyment of your ComfortZone Therapeutic Quartz Infrared Heater.

Thank you for your purchase!

ComfortZone™ by EarthWise. Live in Comfort.



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Why Use a ComfortZone™ Infrared Heater

What Is Infrared Heat & How does it work?

Infrared heat, by virtue of its shorter wave length, is able to penetrate solid objects faster than radiant heat. The advantages of infrared heat have been utilized for years as a therapeutic treatment for cardiovascular and general circulation problems.

Comfort Levels & Therapeutic Benefits of Infrared Heat

ComfortZone™ heats the room evenly from floor to ceiling. Homes and Offices with high ceilings are not affected by the difference in heat displacement between the floor and ceiling. In other words, the temperature on the floor and the ceiling remains the same without any supplemental fan circulation to keep the temperature balanced throughout the room.

The comfort levels achieved when using infrared heat are superior to those of radiant heating systems. Infrared heat *warms the body* faster so the energy that flows into the body is greater than when being absorbed from conventional radiant heating sources. Room temperatures of 68°F with infrared feel like 72°F so you can set the thermostat back 4-5 degrees and experience the same comfort levels utilizing less energy to keep you warm and cozy.

ComfortZone™ infrared heating systems are the ultimate in green technology engineering – exceptionally economical & extremely quiet, they produce comfortable, healthy, therapeutic infrared heat. ComfortZone™ infrared heating systems also sterilize the air that is processed through them making them a sanitary source of heat for those suffering from respiratory conditions.

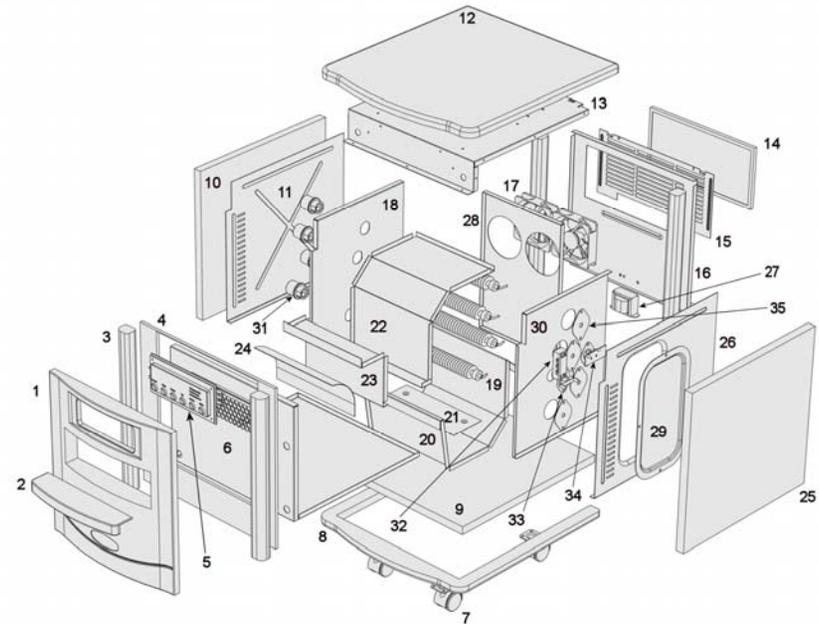
Problems with HVAC systems: With the intent of economizing and saving on building costs, most contractors will combine the heat & air conditioning ducts into one distribution system. This makes the cross-contamination issue though the air conditioning ducts a potential health problem, especially for those with respiratory sensitivities and allergies, including asthma.

Producing infrared heat requires localized generation of the infrared wave in order to *optimize the efficiency and savings* produced using a portable infrared heating source. This design advantage *eliminates the need for ductwork* to distribute the heat through the various rooms of a home or office. Eliminating the ductwork also *eliminates the bacteria, dust pollen and mold* that accumulates in a conventional air conditioning and heat duct system.

Energy Saving Benefits

Infrared heat waves are transferred more quickly throughout the room due to their shorter wave length. The results are impressive because it requires less energy to heat the room evenly with infrared heat than with radiant heating sources. This

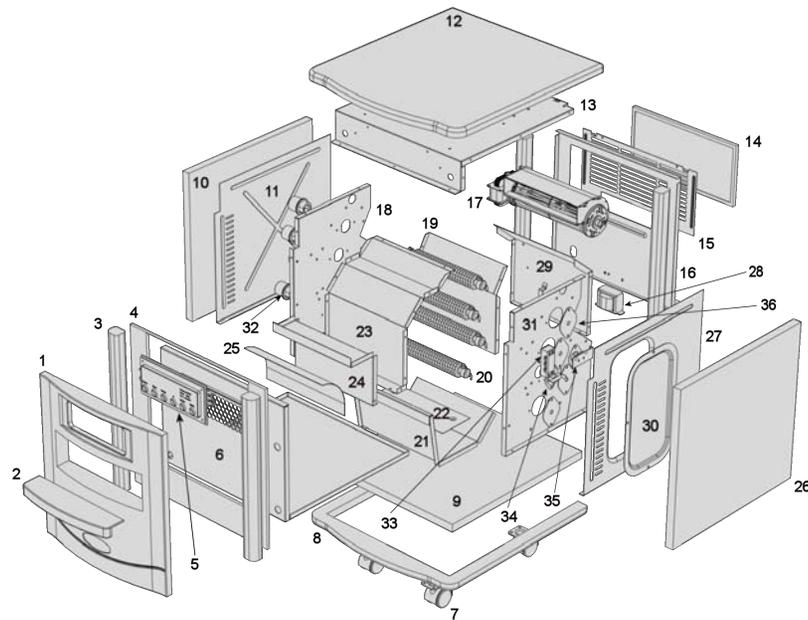
Diagram of ComfortZone™ Heater DC Fan System



Parts List

1	Front Cabinet Cover	19	Infra Red Elements
2	Trim Insert	20	Bottom Baffle
3	Cabinet Pillars	21	Bottom Copper Baffle
4	Inside Cabinet Cover	22	Middle Baffle
5	Control Panel	23	Front Baffle
6	Metal Cabinet Front	24	Front Copper Baffle
7	Wheel	25	Cabinet Side
8	Bottom Cabinet Trim	26	Metal Cabinet Side
9	Floor	27	Transformer
10	Cabinet Side	28	Metal Cabinet Back
11	Metal Cabinet Side	29	Access Panel
12	Cabinet Top	30	Inside Metal Cabinet Side
13	Metal Cabinet Top	31	IR Holder
14	(filter)	32	Connection Block
15	Grill	33	High Temp Sensor
16	Cabinet Back	34	Fan Sensor
17	Fan	35	IR Access Covers
18	Inside Metal Cabinet Side		

Diagram of ComfortZone™ Heater Scroll Fan System



Parts List

1	Front Cabinet Cover	19	Rear Baffle
2	Trim Insert	20	Infra Red Elements
3	Cabinet Pillars	21	Bottom Baffle
4	Inside Cabinet Cover	22	Bottom Copper Baffle
5	Control Panel	23	Middle Baffle
6	Metal Cabinet Front	24	Front Baffle
7	Wheel	25	Front Copper Baffle
8	Bottom Cabinet Trim	26	Cabinet Side
9	Floor	27	Metal Cabinet Side
10	Cabinet Side	28	Transformer
11	Metal Cabinet Side	29	Metal Cabinet Back
12	Cabinet Top	30	Access Panel
13	Metal Cabinet Top	31	Inside Metal Cabinet Side
14	(filter)	32	IR Holder
15	Grill	33	Connection Block
16	Cabinet Back	34	High Temp Sensor
17	Fan	35	Fan Sensor
18	Inside Metal Cabinet Side	36	IR Access Covers

makes infrared heat the most cost-efficient solution for a supplemental heating source or for heating your whole home.

If you really want to save on energy costs, the cost of heating with ComfortZone™ infrared heat is going to be spectacular. *Usually a 50% savings over conventional heat sources is achieved*, even with other electrically generated heating systems. As much as 65% savings is achieved if replacing heating oil or other fossil fuel heating systems.

Quiet Operation

ComfortZone™ infrared heating systems operate virtually silently, depending upon the model. They are quieter than forced air systems and they do not have the typical cracking and popping sounds heard when heating with baseboard heaters. ComfortZone fans are rated at 38 dB compared to the typical 65 dB for other comparable portable heaters.

Accurate Temperature Regulation

ComfortZone™ portable heaters utilize state of the art electronics and internal electronic thermostats for pin-point one degree accuracy. That means more accurate control of comfort level settings and a warm comfortable environment for you and your family.

Cost-Effective

Components in the ComfortZone™ portable heaters are designed to last 3 times longer than in conventional heating systems. ComfortZone™ warranty coverage and service procedures are simple to follow and they can be serviced usually in 5 minutes or less should repair be required.

Stylish & Functional

ComfortZone™ infrared heaters are stylish and functional with a modern but stylish contemporary design making them an attractive addition to any room. There are several different colors to choose from to match the décor of your home or office.

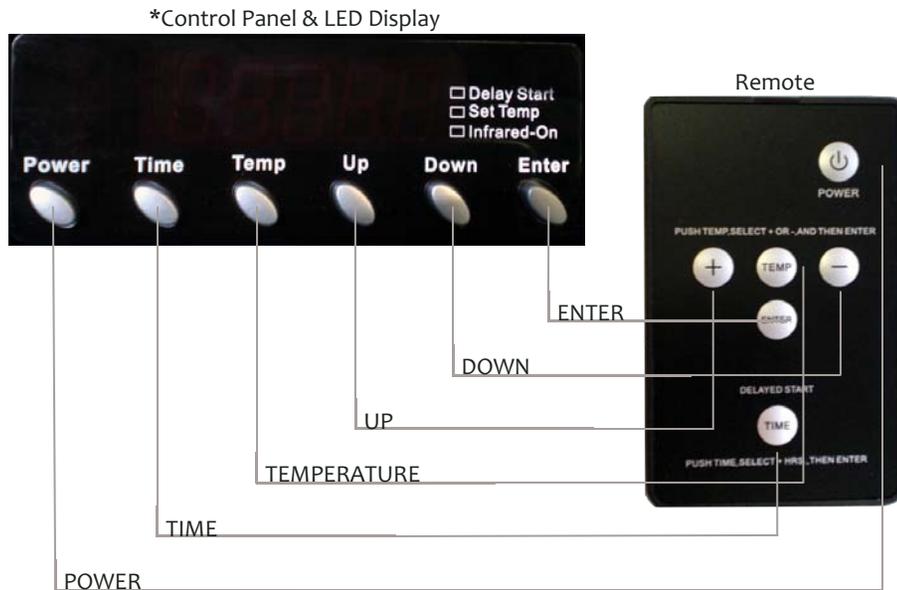
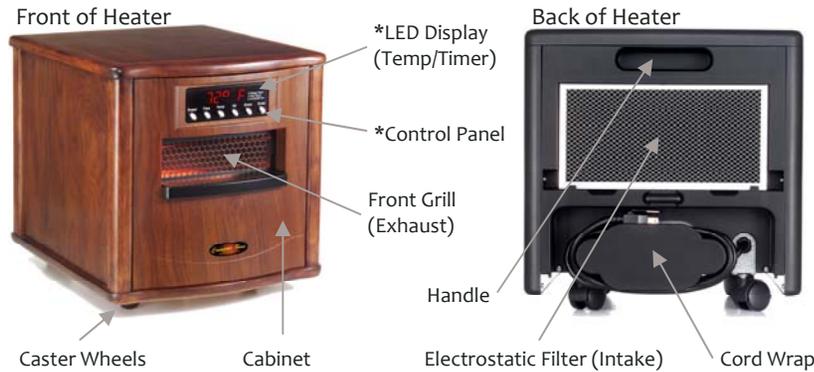
Patented Proprietary Technology

ComfortZone™ infrared heaters contain a proprietary high-efficiency infrared heat exchanger which produces more infrared heat per kilowatt than conventional ceramic or carbon plates. Patent pending coverage of more than 30 distinct features in the ComfortZone™ infrared heater are what makes the ComfortZone™ technology a truly unique energy efficient heat source for your home or office.

Quality Assurance

ComfortZone™ infrared heating systems come with C-TUV-US certifications with equivalent approvals both in UL and CSA classifications. ComfortZone™ Infrared heaters are manufactured in Taiwan and Vietnam by Well Electronics, a certified ISO9000 manufacturer, who has been producing quality electronic appliances for over 15 years.

ComfortZone™ Heater Features & Functions



ComfortZone™ Heater Specifications

Model CZ1000-P- Plastic Cabinet

- Cabinet: ABS 94-VO fire retardant nylon/ plastic—black with simulated wood trim
- Weight: 18.5lbs
- Dimensions: 14 ½” x 11 ½” x 15 ½” (H,W,D)
- Power Requirements: 115 Volt AC, 1000 Watt (Model 1000), 1500 Watt (Model 1500)
- Power Cord: 7 ft—14 gauge.
- Thermostat: Electronic Analog—large numbers.
- Accuracy: ±2°
- Delayed Start Function: Up to 24 hours
- Safety Cut-Off: Yes.
- Listed Approvals: CTUV-US & International (UL Equivalent).
- Remote Control: Credit card type—large button surface
- Pre-Filter: Life-time electrostatic
- Cord Storage: Convenient Cord Wrap for transport & storage
- Lifetime Electrostatic Filter: to maintain air quality, which is removed and installed with a spring
- Heat Type: Therapeutic Quartz Infrared Heat.
- Heat Chamber: Copper-ion generation panel with stainless diffraction coils.
- Heating Elements: Four (4) quartz infrared emitters.
- Emitter Life Expectancy: Rated at 20,000 hours.
- Fan System: Twin DC 90mm ball-bearing fans which are much quieter and eliminate vibration & ELF 60 Hz electromagnetic emissions caused by AC fan motors.
- Fan Noise Level: 42 dB—quiet.
- Warranty: Limited 3-Year Warranty.



CZ1000-Plastic

ComfortZone™ Heater Specifications

Model CZ1000-W—Wood Cabinet

- **Cabinet:** ¾ ply - Tuscan Mahogany veneer
- **Weight:** 22.0lbs
- **Dimensions:** 15 ½" x 11 ½" x 16" (H,W,D)
- **Power Requirements:** 115 Volt AC, 1000 Watt (Model 1000), 1500 Watt (Model 1500)
- **Power Cord:** 7 ft—14 gauge.
- **Thermostat:** Electronic Analog—large numbers.
- **Accuracy:** ±2°
- **Delayed Start Function:** Up to 24 hours
- **Safety Cut-Off:** Yes.
- **Listed Approvals:** CTUV-US & International (UL Equivalent).
- **Remote Control:** Credit card type—large button surface
- **Pre-Filter:** Life-time electrostatic
- **Cord Storage:** Convenient Cord Wrap for transport & storage
- **Lifetime Electrostatic Filter:** to maintain air quality, which is removed and installed with a spring
- **Heat Type:** Therapeutic Quartz Infrared Heat.
- **Heat Chamber:** Copper-ion generation panel with stainless diffraction coils.
- **Heating Elements:** Four (4) quartz infrared emitters.
- **Emitter Life Expectancy:** Rated at 20,000 hours.
- **Fan System:** Twin DC 90mm ball-bearing fans which are much quieter and eliminate vibration & ELF 60 Hz electromagnetic emissions caused by AC fan motors.
- **Fan Noise Level:** 42 dB—quiet.
- **Warranty:** Limited 3-Year Warranty.



CZ1000-Wood

WARNING

IMPROPER USE OF THIS HEATER COULD RESULT IN RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS

WARNING

ANY REQUIRED SERVICE OTHER THAN FILTER MAINTENANCE SHOULD ONLY BE PERFORMED BY AN AUTHORIZED SERVICE REPRESENTATIVE

CAUTION: RISK OF ELECTRICAL SHOCK

DO NOT OPEN

NO USER-SERVICEABLE PARTS INSIDE



USE RESTRICTIONS

READ ALL INSTRUCTIONS BEFORE USING THE HEATER

- DO NOT plug heater into any other cord connected device such as power strip, surge protector, multiple outlet adapter, grounding adapter, outlet-type air fresheners or extension cords. Plug into a 3-prong 120V 15 amp or higher grounded circuit receptacle only.
- DO NOT plug the heater into a loose fitting or broken receptacle.
- DO NOT alter the heater's design, or you will void the warranty.
- DO NOT block the front or rear of the heater.
- DO NOT place anything directly in front of the heater.
- DO NOT cover the unit as this may block airflow and cause the heater to malfunction.
- DO NOT use the heater outdoors or for heating construction sites.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- DO NOT force the filter to dry using any alternative methods when performing filter maintenance; doing so could damage the filter.
- DO NOT run cord under carpeting.
- DO NOT cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
- DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- Heater has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint, or flammable liquids are used or stored.
- Heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handled when moving this heater.
- DO NOT operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- Connect to properly grounded outlets only.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electrical shock, or injury to persons.
- Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire.
- This heater is for use on 120 volts. The adapter should not be used if a three-slot grounded receptacle is available.
- Heater must not be located immediately below a socket-outlet.
- DO NOT use this heater in or around a bath, a shower, or a swimming pool.

SAVE THESE INSTRUCTIONS

Unpacking Your New ComfortZone™ Heater

1. FIRST, inspect the package for any obvious damage.
2. Unpack the heater: cut open taped box edges, fold back box flaps. Gently turn entire box upside down; lift box from protective packaging.
3. Remove the protective packaging materials and turn upright; find a level and unobstructed location to place the unpackaged heater. (NOTE: We recommend keeping the packaging for off-season storage and any transportation in the unlikely event that servicing is required.)
4. Plug the power cord directly into an unused, grounded 115 volt, 15 amp or higher circuit receptacle.
5. Press the POWER button, located on the control panel. The heater's temperature setting will show 72° F on the display. (NOTE: To switch between Celsius and Fahrenheit, press the DOWN & ENTER buttons simultaneously and hold for about 3 seconds. The display will convert automatically.)

Heater Care & Storage

General Maintenance and Cabinet Care

Clean the filter often to provide for maximum performance. When necessary, wipe the cabinet clean with a soft damp cloth and/or furniture polish.

Heater Storage

When the heater is not being used for an extended period of time, observe the following steps to preserve the life and performance of the unit:

- Unplug heater (Do not unplug heater while heater is running. Please see *Operating Instructions - Turning Power Off.*) - this will also help you conserve energy in your home or office.
- Gently wrap the power cord into the cord storage compartment in the back of your heater. This will help prevent undue wear and tear on the cord.
- Cover the heater to prevent dust from accumulating on or in heater.
- Store heater in a dry, low dust environment.

NOTE: Before resuming use of heater, ensure the filter and front grill are clean and clear of all dust and dirt. Also, observe the entire length of the power cord to ensure no damage has compromised the integrity of the cord.

ComfortZone™ Heater Specifications

Model CZ1500-P—Plastic Cabinet

- Cabinet: ABS 94-VO fire retardant nylon/plastic—black with simulated wood trim
- Weight: 23.0lbs
- Dimensions: 15 ½" x 15 ½" x 17" (H,W,D)
- Power Requirements: 115 Volt AC, 1000 Watt (Model 1000), 1500 Watt (Model 1500)
- Power Cord: 7 ft—14 gauge.
- Thermostat: Electronic Analog—large numbers.
- Accuracy: ±2° (1 degree up and 1 degree down)
- Delayed Start Function: Up to 24 hours
- Safety Cut-Off: Yes.
- Listed Approvals: CTUV-US & International (UL Equivalent).
- Remote Control: Credit card type—large button surface
- Pre-Filter: Life-time electrostatic
- Cord Storage: Convenient Cord Wrap for transport & storage
- Lifetime Electrostatic Filter: to maintain air quality, which is removed and installed with a spring
- Heat Type: Therapeutic Quartz Infrared Heat.
- Heat Chamber: Copper-ion generation panel with stainless diffraction coils.
- Heating Elements: Four (4) quartz infrared emitters.
- Emitter Life Expectancy: Rated at 20,000 hours.
- Fan System: Single high-output scroll fan or Twin DC 90mm ball-bearing fans. Both systems provide much quieter operation and eliminate vibration & ELF 60 Hz electromagnetic emissions caused by AC axial fan motors.
- Fan Noise Level: 42 dB—quiet.
- Warranty: Limited 3-Year Warranty.



CZ1500-Plastic

ComfortZone™ Heater Specifications

Model CZ1500-W—Wood Cabinet

- **Cabinet:** ¾ ply—Cherry, Oak & Tuscan Mahogany veneers available
- **Weight:** 36.0 lbs
- **Dimensions:** 15 ½" x 15 ½" x 17" (H,W,D)
- **Power Requirements:** 115 Volt AC, 1000 Watt (Model 1000), 1500 Watt (Model 1500)
- **Power Cord:** 7 ft—14 gauge.
- **Thermostat:** Electronic Analog—large numbers.
- **Accuracy:** ±2° (1 degree up and 1 degree down)
- **Delayed Start Function:** Up to 24 hours
- **Safety Cut-Off:** Yes.
- **Listed Approvals:** CTUV-US & International (UL Equivalent).
- **Remote Control:** Credit card type—large button surface
- **Pre-Filter:** Life-time electrostatic
- **Cord Storage:** Convenient Cord Wrap for transport & storage
- **Lifetime Electrostatic Filter:** to maintain air quality, which is removed and installed with a spring
- **Heat Type:** Therapeutic Quartz Infrared Heat.
- **Heat Chamber:** Copper-ion generation panel with stainless diffraction coils.
- **Heating Elements:** Four (4) quartz infrared emitters.
- **Emitter Life Expectancy:** Rated at 20,000 hours.
- **Fan System:** Single high-output scroll fan or Twin DC 90mm ball-bearing fans . Both systems provide much quieter operation and eliminate vibration & ELF 60 Hz electromagnetic emissions caused by AC axial fan motors.
- **Fan Noise Level:** 42 dB—quiet.
- **Warranty:** Limited 3-Year Warranty.



CZ1500-Wood

Suggestions for Best Performance

To assure maximum performance of your ComfortZone™ heater, please review the following recommendations:

- Do not locate the heater in an area with a high air exchange rate in and out of the room. Heat produced should be contained in the room.
- Try placing the heater near a warmer inside wall and direct the output toward a cooler outside wall. The cooler outside wall will tend to draw the generated heat towards it, which will allow for more efficient heating.
- Placing the heater next to a cold air return will draw the heat away from the area to be heated. Try closing or covering the cold air return. This will allow for more efficient heating. Experiment with the placement of the heater to see what works best for you.
- To ensure maximum efficiency, a 30% minimum relative humidity should be maintained in the heated environment. This is usually not a concern.
- The heater is designed to operate for maximum efficiency in the 68-74 degree range. Due to the soft heat concept, as explained earlier, temperatures at 68 degrees F feel as though it were 72 degrees F. This is due to the heat mixing with humidity evenly for head-to-toe comfort.
- When the heater is placed in an isolated area, i.e. basement or recreation area, any existing HVAC heating system vents should be closed in that area, if possible. This allows the heater to maintain the isolated area more efficiently.
- If placing the heater a few feet above the floor, such as in rooms with large areas of bare concrete, make sure the heater is secure and won't fall. This will allow for more efficient heating since concrete acts as a heat sink and will tend to draw the heat in its direction. Optimally, concrete floors should be covered to provide some insulation factor from the concrete.
- Set your central heating system to a lower temperature. Place the heater in the area you spend the most of your time. Now set the heater to your comfort level. There is no point in heating multiple rooms to 68+ degrees F when not in use.
- When heating larger areas, place the heater in a central location.
- If the heater is used in an extremely dirty or dusty area, the filter must be cleaned more frequently to maintain heater performance.

Operating Instructions at a Glance:

Turning Power On

Press the POWER button on the left side of the Control Panel. The heater's quartz heating elements will light up inside the heater. After a few minutes, once the air within the heater is warm, the heater fan (some models have 2) will begin to operate.

Turning Power Off

Press the POWER button located on the left side of the Control Panel. The sound of the heater fan will continue until the heat has been completely vented, thus protecting the unit and preventing waste by cycling the remaining heat into the room. (NOTE: DO NOT unplug the heater until the sound of the fan has stopped. Doing so may cause damage to the unit.)

Setting the Temperature

This feature allows you to set the temperature your heater will maintain.

1. Press the temperature (TEMP) button on the Control Panel; the SET TEMP indicator will illuminate and the temperature display will flash.
2. Use the UP and DOWN buttons to select the temperature and press enter.
3. The SET TEMP light will turn off, and the temperature is now set.

Setting the Timer

This feature allows you to set a future time for the heater to turn itself on. For example, if you set the time for 1 hour, the heater will turn on in 1 hour.

1. Turn the power off (heater must be powered off to use the timer feature).
2. Press the TIME button on the Control Panel—the two zeros to the right will flash (:00), indicating 0 minutes have been set, and the DELAY START indicator will illuminate.
3. Press the UP or DOWN button to select desired number of minutes (up to 59 minutes) that you would like the heater to wait to turn itself on.
4. Press the ENTER button—the two zero buttons to the left will flash (00:), indicating 0 hours have been set.
5. Press the UP or DOWN button to the desired number of hours (up to 24 hours), and then press the ENTER button.
6. DELAY START indicator will flash until the unit comes on after waiting the period of time you have set.
7. To cancel the timer, press the power button and the timer will stop.

Switching Between Fahrenheit & Celsius

Press the DOWN & ENTER buttons simultaneously and hold for about 3 seconds. The display will update automatically.

Customer/Warranty Service: (866) 446-2864

Troubleshooting Your ComfortZone™

Problem

Solution

	Make sure the electrostatic filter is clean (see Maintenance).
The heater's airflow has been reduced.	Check front grill and look behind rear air intake for any objects that could obstruct airflow. If the heater's airflow is still diminished or has stopped, please call Customer Support.
The heater stays on after I push the Power button to turn it off.	This is a normal function of the heater. DO NOT unplug the heater until you no longer hear the fan running. During this time, the heater is cooling down.
The heater's display is showing a line of dots.	This is part of the heater's normal operation. After a period of inactivity, the heater will enter into a "screen saver" mode to conserve power. This will not affect the heater's operation. When any function key is pressed, the heater's display will reappear.
Heater thermostat temperature does not match wall thermostat temperature	Call your Dealer to obtain programming instructions for matching your ComfortZone thermostat settings with your existing wall thermostat.
The heater will not turn on.	Test the outlet to make sure there is power available and then check the heater display for the flashing TIME DELAY light. Press the POWER button to turn off the timer and resume normal operation of the heater.

Frequently Asked Questions

Q. Why is my heater still running after I have turned it off?

A. You will hear the heater fan running after you have turned the power off—this is to allow the heater to cool down, protecting the unit's components from overheating. Please take care to not unplug the heater while it is in operation and while it is running the cool-down cycle.

Q. Can I use the heater to heat multiple rooms at the same time?

A. The heating capability will depend on your floor plan, the insulation factor and the room size. Ceiling fans will help move heat around in rooms with many large windows but normally this is not necessary. Placing the heater in a central location will also help move heat between rooms.

Q. Will my heater work in damp or moist areas?

A. Using the heater in a damp or moist area such as a bathroom, pool room, or sauna room is effective but not recommended for the heater unless in constant use. Although the heater is designed to work effectively with natural humidity, we suggest you keep the heater away from areas that accumulate moisture.

Q. Will my heater work in areas without insulation?

A. The heater will work in garages, basements and unfinished rooms. However, please bear in mind that the effectiveness of your heater depends on how well the area is sealed and insulated. As with any heater, the better the walls, floor and ceiling are sealed and insulated, the more heat is absorbed into the objects in the room.

Q. Why is my heater's display showing only a line of dots?

A. The heater goes to a screen saver mode 10 minutes after you finish setting it. Your heater will activate the heat cycle automatically when the temperature of the room falls below the temperature you set. The heater will also pop out of screen saver mode when any button is pressed on the Control Panel. Screen Saver mode does not affect normal operation.

Q. Can I use multiple heaters in an area?

A. Depending on the size of the area, you may wish to use multiple heaters. Many heaters may be used. Your heater is rated at 12.5 amps so each heater must plug into an independent 15 amp, or greater, circuit.

Q. How does the ComfortZone™ Infrared Heater save me money?

A. The patented quartz heating elements in the ComfortZone produce infrared heat waves which heat objects in the room quicker than conventional radiant heat waves. Using this type of heat can save up to 50% on your heating bill.

Maintenance Instructions

The only maintenance that is required for the heater is the periodic cleaning of the heater's electrostatic filter (located at the back of the unit). This cleaning should be performed at least once a month, or as dust becomes visible on the filter, to ensure efficient operation of the heater.

Cleaning the Electrostatic Filter

1. Power the heater off by pressing the POWER button, located on the left side of the Control Panel. (NOTE: The sound of the heater's fans will continue until the heat has been completely vented, thus protecting the unit and preventing waste by cycling the remaining heat into the room. (NOTE: DO NOT unplug the heater until the sound of the fan has stopped. Doing so may cause damage to the unit.)
2. When the heater's fans have stopped (the heater will become completely silent), unplug the heater .
3. Release the electrostatic filter by pushing the filter up from below (Figure 1).
4. Remove the electrostatic filter by pulling the filter down and out (Figure 2).
5. Clean the filter by vacuuming the filter until clear.
6. Replace the filter by sliding the top upwards into the spring-loaded slot on the back of the heater, then gently press the bottom of the filter into place.



Figure 1



Figure 2

Detailed Operating Instructions

Turning Power On

1. Press the POWER button on the left side of the Control Panel. The heater's quartz heating elements will light up inside the heater.
2. After a few minutes, once the air within the heater is warm, the heater fan (some models have 2) will begin to operate.

Turning Power Off

1. Press the POWER button located on the left side of the Control Panel.
2. The sound of the heater fan will continue until the heat has been completely vented, thus protecting the unit and preventing waste by cycling the remaining heat into the room. (NOTE: DO NOT unplug the heater until the sound of the fan has stopped. Doing so may cause damage to the unit.)

Setting the Temperature

This feature allows you to set the temperature your heater will maintain.

1. Press the temperature (TEMP) button on the Control Panel; the SET TEMP indicator will illuminate and the temperature display will flash.
2. Use the UP and DOWN buttons to select the temperature and press enter.
3. The SET TEMP light will turn off, and the temperature is now set.



Detailed Operating Instructions

Setting the Timer

This feature allows you to set a future time for the heater to turn itself on. For example, if you set the time for 1 hour, the heater will turn on in 1 hour.

1. Turn the power off (heater must be powered off to use the timer feature).
2. Press the TIME button on the Control Panel—the two zeros to the right will flash (:00), indicating 0 minutes have been set, and the DELAY START indicator will illuminate.
3. Press the UP or DOWN button to select desired number of minutes (up to 59 minutes) that you would like the heater to wait to turn itself on.
4. Press the ENTER button—the two zero buttons to the left will flash (00:), indicating 0 hours have been set.
5. Press the UP or DOWN button to the desired number of hours (up to 24 hours), and then press the ENTER button.
6. DELAY START indicator will flash until the unit comes on after waiting the period of time you have set.
7. To cancel the timer, press the power button and the timer will stop.

Switching Between Fahrenheit & Celsius

Press the DOWN & ENTER buttons simultaneously and hold for about 3 seconds. The display will update automatically.

