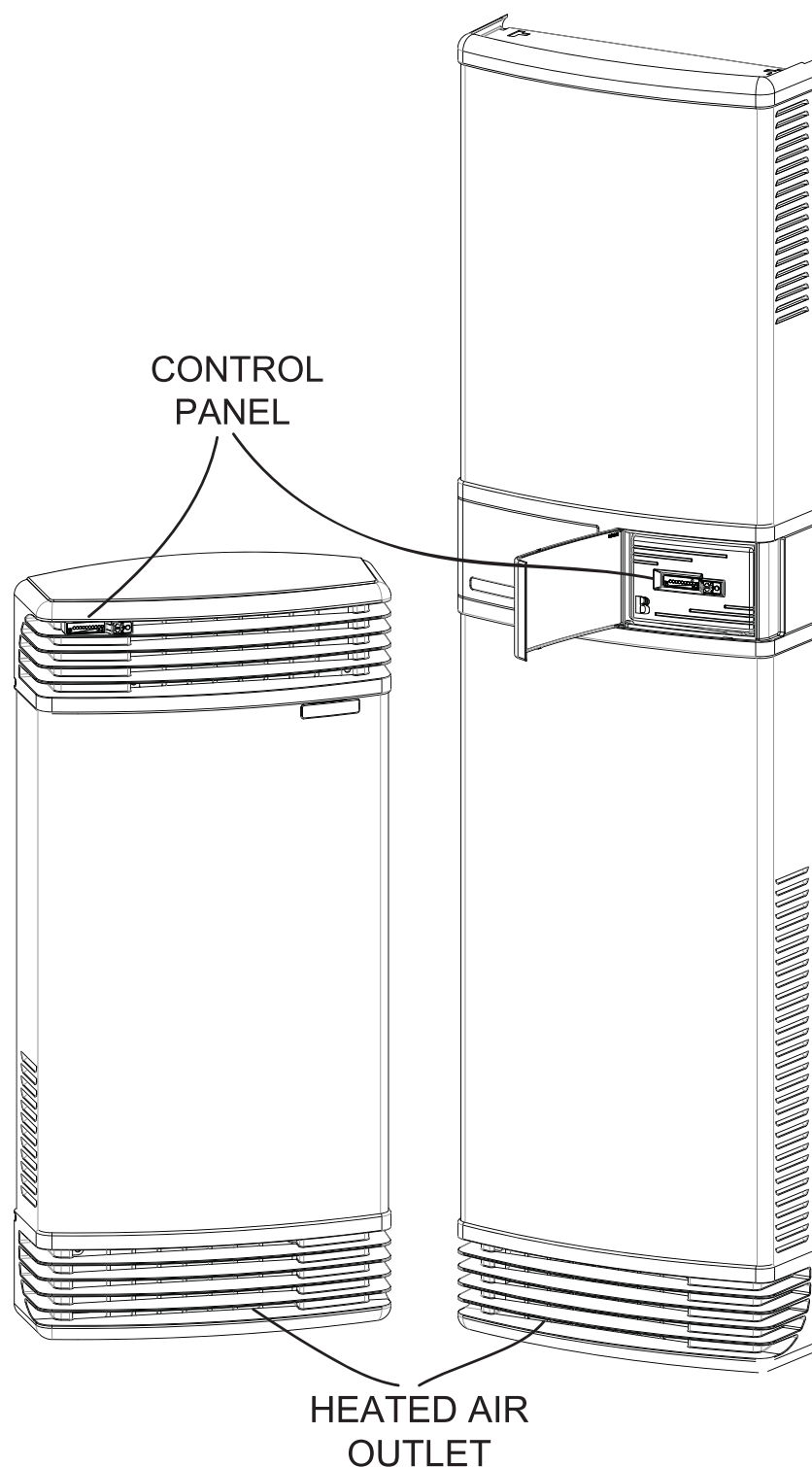


# BRAEMAR ECOSTAR GAS SPACE HEATER AND WALL FURNACE OPERATING INSTRUCTIONS FOR MODELS SH18, SH25 AND WF25



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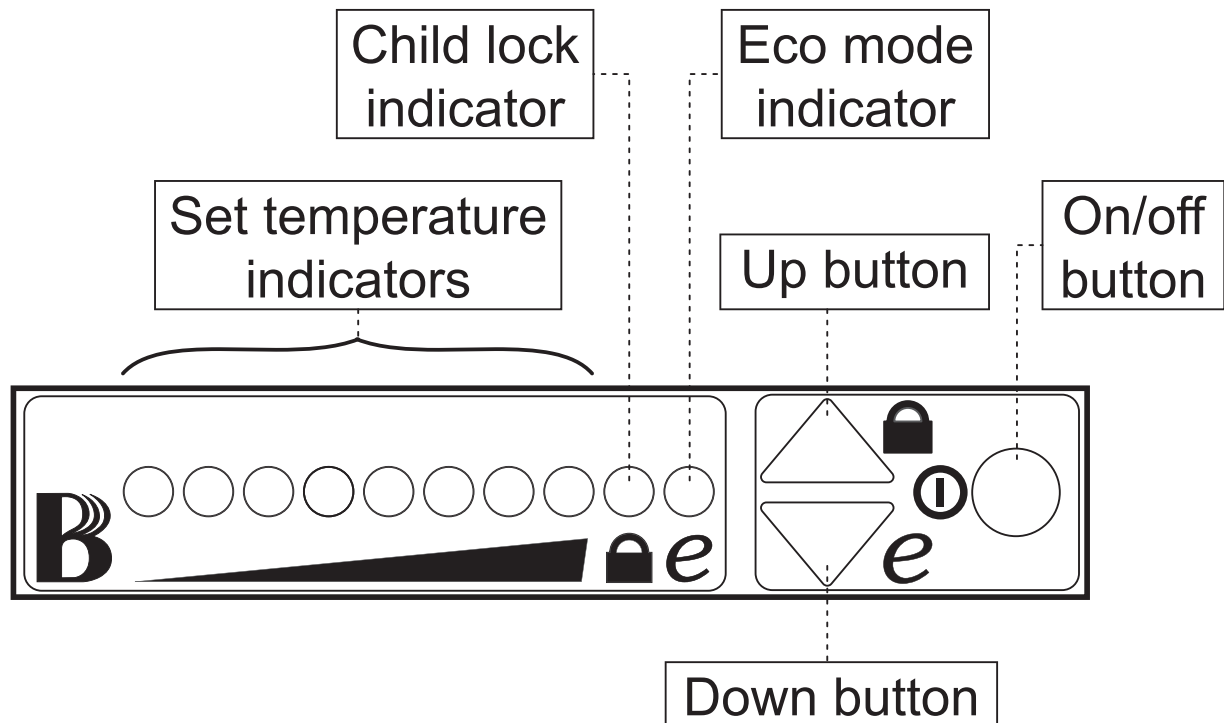
## Important safety information



- THIS SPACE HEATER MUST BE INSTALLED AND SERVICED BY AUTHORISED PERSONNEL ONLY.
- DO NOT: Operate this appliance before reading these instructions.
- DO NOT: Place articles on or against this appliance.
- DO NOT: Use or store flammable materials near this appliance or its flue terminal.
- DO NOT: Spray aerosols in the vicinity of this appliance or its flue terminal while it is operating.
- DO NOT: Operate this appliance with any parts removed.
- DO NOT: Modify this appliance.
- It is recommended that a flue guard be fitted where children may be able to touch the flue terminal - flue guard part No 079073.

# Operating the heater

## HEATER CONTROL PANEL FUNCTIONS



Turning the heater ON	<i>Press the ON/OFF button. The set temperature indicators illuminate red to show the set temperature. If the room temperature is below the set temperature the heater will start. During the start sequence you will hear the combustion fan, spark and gas valve opening. A short time after the burner ignites, the room fan will start.</i>
Turning the heater OFF	<i>Press the ON/OFF button. The set temperature indicators will switch off. The room air fan will continue to run until the heater has cooled sufficiently.</i>

# Operating the heater

Adjusting the room temperature with the heater turned on	<p><i>Increase set temperature:</i> Press the UP button to increase by 1 step.</p> <p><i>Decrease set temperature:</i> Press the DOWN button - each press drops the temperature setting by 1 step. Approximate temperature settings are:</p> <ul style="list-style-type: none"><li>- Minimum: 16°C</li><li>- Maximum: 28°C</li></ul>
Selecting ECO mode	<p><i>Press and hold the DOWN button for 3 seconds.</i> The "eco" indicator will glow green to show that "eco" mode is active. In "eco" mode the heater will run only at low gas rate or turn off when the room reaches the set temperature - it will not run at high gas rate.</p> <p>To exit "eco" mode <i>press and hold the DOWN button again for 3 seconds</i> - the green "eco" indicator will go out.</p>
Activating CHILD-LOCK	<p><i>Press and hold the UP button for 3 seconds.</i> The "child lock" indicator will glow orange to show that the controls are locked. When the "child lock" is active all functions other than OFF are locked. If the heater is turned off while "child lock" is active, it cannot be turned back on until you exit "child lock".</p> <p>To exit "child lock" <i>press and hold the DOWN button again for 3 seconds</i> - the orange "child lock" indicator will go out.</p>

## Normal heater operation

Start	<ul style="list-style-type: none"><li>- Heater turned on.</li><li>- Heater performs check of safety systems.</li><li>- Combustion fan starts.</li><li>- Igniter sparks and gas valve opens.</li><li>- Burners ignite at low gas rate.</li><li>- Room fan starts approximately 15s after ignition.</li></ul>
Run	<ul style="list-style-type: none"><li>- Heater continuously checks room and set temperatures, and monitors all safety systems.</li><li>- Room temperature well below set temperature:<ul style="list-style-type: none"><li>- High gas rate and room fan speed.</li></ul></li><li>- Room temperature just below set temperature:<ul style="list-style-type: none"><li>- Low gas rate and room fan speed.</li></ul></li><li>- Room temperature reaches set temperature:<ul style="list-style-type: none"><li>- Heater turns off.</li></ul></li><li>- Set temperature can be adjusted by pressing up or down buttons.</li><li>- ECO mode can be selected by pressing and holding DOWN arrow for 3 seconds - green indicator ON.</li><li>- CHILD LOCK can be selected by pressing and holding UP arrow for 3 seconds - orange indicator ON.</li><li>- Steam may be visible around flue terminal on cold days - this is normal for high efficiency appliances.</li><li>- If a fault is detected the heater will shut down and attempt a reset. If a reset is not possible the heater will display an error message (see page 6).</li></ul>
Shut down	<ul style="list-style-type: none"><li>- Heater turns off</li><li>- Burners turned off</li><li>- Room fan runs on high then low to cool heater</li><li>- Run-on time at each speed depends on actual burner high and low on times</li></ul>

## Caring for your heater

Cleaning	Use a damp cloth to wipe over the front cover and the inlet and outlet louvres. DO NOT use solvents or abrasive cleaners as they may damage the surface.
Maintenance	Energy Safe Victoria recommend annual servicing/maintenance of all gas appliances. To arrange routine seasonal maintenance, please contact an authorised Braemar service agent on 1300 650 644.

## If your heater stops working

If your heater stops working, it is recommended that the following simple checks be carried out prior to requesting a service call - this may avoid an un-necessary service charge.

Problem	Potential cause/check
No indicator lights.	- Check heater is plugged in and power point is switched on - press ON/OFF.
Can't turn on.	- Check CHILD LOCK is turned off.
Burner does not ignite.	- Check/increase set temperature. - Gas turned off at gas meter - if turned off contact installer or gas supplier. - Air in gas line - installer to check/purge gas line.
Room too slow to heat up.	- Check ECO mode is turned off. - Check doors and windows are closed. - Check that heated air outlet is clear, move furniture well away from front of heater (3m). - Check/increase set temperature.

# Fault messages

Your Braemar Ecostar heater uses inbuilt fault diagnosis software to help determine the source of a fault. If the heater detects a fault the heater will turn off and the control panel indicators will flash to indicate the fault code (FC) and the reset action required. Please quote this fault code if requesting a service call - this may enable the problem to be fixed over the phone.

- Red indicators flashing show fault code.
- Green indicator flashing - USER RESET - press and hold ON/OFF button until indicators go off. Press ON/OFF button to turn heater back on.
- Orange and green indicator flashing - SERVICE RESET - service call required.

FC	Indicator flashes	Potential remedy
1	●○○○○○○○○●	User reset.
2	○●○○○○○○○●	Check flue terminal is not obstructed. User reset.
5	●○●○○○○○○●	Service call.
7	●●●○○○○○○●	Check gas is turned on. User reset.
9	●○○●○○○○●●	Service call.
10	○●○●○○○○○●	Check inlet and outlet louvres are not obstructed. User reset.
11	●●○●○○○○○●	User reset.
12	○○●●○○○○○●	User reset.
13	●○●●○○○○○●	Check flue terminal is not obstructed. User reset.
15	●●●●○○○○○●	Check inlet and outlet louvres are not obstructed. User reset.
19	●●○○●○○○●●	Service call.



If a fault is repeated after a USER RESET or after switching the power to the heater off and back on a service call may be required.

## HEATER IDENTIFICATION

PLACE  
SERIAL No/MODEL No  
LABEL HERE

## HEATER INSTALLATION

Installation date: \_\_\_\_\_

Installer: \_\_\_\_\_

Installer phone No: \_\_\_\_\_

## HEATER WARRANTY AND SERVICE

Warranty and service: 1300 650 644

Sales: 1300 650 141

Before requesting a service call please run through the simple checks in the "If your heater stops working" and "Fault messages" sections of this manual.

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