

neos
#ControlTheElements

User Manual



TRUST[®]
heating for humans

Contents

1. Important information.....	Pg 3
2. Safety.....	Pg 4
3. Cleaning.....	Pg 6
4. After sales service.....	Pg 7
5. Radiators installation.....	Pg 8
6. Electrical installation.....	Pg 12
7. Radiator operating instructions.....	Pg 13
8. Thermostat operation.....	Pg 14
9. Guarantees.....	Pg 17
10. Specifications.....	Pg 18



1. IMPORTANT INFORMATION:

These instructions should be read thoroughly and retained for future reference. Please also read and be aware of the information presented on the appliance.

WARNING: DO NOT USE THIS HEATER IN THE IMMEDIATE SURROUNDINGS OF A BATH, SHOWER OR SWIMMING POOL OR ANY WATER SOURCE.

If the heater is installed in a room containing a bath or shower, it must be installed so that switches and other controls cannot be touched by a person using the bath or shower.

NOTE: If the appliance is supplied without an integral thermostat then it should not be fitted in small rooms occupied by persons incapable of leaving the room unassisted.

DO NOT USE THE APPLIANCE IF THE SUPPLY CORD IS DAMAGED.

Immediately switch off at the supply and seek professional advice. It must be replaced by the manufacturer, its service agent or similarly qualified person. There are NO customer serviceable parts within this product. Repairs must be carried out by a suitably qualified individual to avoid a potential hazard.

DO NOT locate the heater immediately below a fixed socket outlet or connection box.

DO NOT sit on or stand on the radiator, or place objects in contact with the heater.

2. SAFETY

IT IS VITAL THAT ALL THE FOLLOWING SAFETY INSTRUCTIONS ARE FOLLOWED EXACTLY.

WARNING:



To avoid overheating, do not cover the radiator or drape clothes over to dry. Any restriction to the flow of air through the radiator will cause an increase in surface temperature. Due care and consideration must be taken when choosing the site for the heater to ensure curtains or furniture do not obstruct air circulation. Consideration should be made when using this heater with the automatically programmed thermostat, as the appliance will switch on automatically and if covered or displaced there may be an increased fire risk.



ATTENTION:

THE SURFACE OF THIS HEATER CAN BE HOT.

Some parts of the product can get very hot and may cause burns. Take special care if children and persons requiring supervision are present. During initial operation, there can be various odours due to materials used in manufacture. This is normal and will disappear after a short period of use, however, it is advisable to keep the room well ventilated.

HEAVY

The radiator is heavy and must be securely fixed to a sound wall. If the appliance is to be removed from its fixings for any purpose, it should be done by at least two people and due care should be taken when lifting.



CHILDREN:

This appliance can be operated by children over 8 years and persons with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, providing they have been given adequate instruction or are supervised by a responsible person.

Children should be supervised to ensure that they do not play with the appliance.

CHILDREN OF LESS THAN 3 YEARS SHOULD BE KEPT AWAY UNLESS CONTINUOUSLY SUPERVISED.

Children aged between 3 and 8 years old, should only be allowed to operate the appliance under supervision or after being given instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged between 3 and 8 years old, should not regulate and clean the appliance or perform user maintenance.

3. CLEANING

To maintain the external appearance of the heater it need only be wiped over occasionally with a dry duster. During the summer months, or at other times when the appliance is not in use and is completely cold, the opportunity should be taken to wipe over with a damp cloth. Due to the convection process there can be a build-up of dust below and at the back of the radiator. This can be removed by vacuuming or dusting regularly.

DO NOT USE ABRASIVE CLEANING POWDERS OR FURNITURE POLISH.

Discolouration of wall finishes can sometimes occur immediately above a heater due to the convection process and the properties of some paints and decorating materials, as well as the presence of environmental impurities in the air (such as soot, smoking or incense generated from the burning of candles, etc.).

4. AFTER SALES SERVICE

The tungsten and soapstone elements of your product are guaranteed for 25 years from the date of purchase. Your thermostat(s) have a guarantee period of either 2 - 5 years, dependent on the thermostat. During this period, we undertake to repair this product free of charge provided it has been installed and operated in accordance with these instructions. Please see T's & C's as a callout charge will be applicable. In the unlikely event of a fault developing with the product, do not attempt to repair or remove the product as this could invalidate the guarantee. Contact US on 0800 5999 109 to arrange a visit by an engineer.

ACCIDENTAL DAMAGE:

ACCIDENTAL DAMAGE IS NOT COVERED UNDER THE WARRANTY.

PLEASE NOTE: In the event of a product fault being caused by factors other than product failure or installation error, the company reserve the right to charge for a callout and time on site. The cost of any further work required to fully rectify the problem will be subject to acceptance of a written quotation.

ATTENTION:

Electrical appliances contain pollutants. The equipment should be disposed of safely and in accordance with local disposal and recycling regulations. DO NOT attempt to disassemble or remove any part of the product. Please retain your receipt as proof of purchase. Your rights under this guarantee are in addition to your statutory rights.



5. RADIATOR INSTALLATION

1. Carefully lay the radiator down on its side, ensuring the radiator is flat and fully supported along its length.

DO NOT lay on a table or other elevated position.

2. Open packaging carefully.

DO NOT use sharp tools as this could mark the radiator.

3. Remove the fittings from the side panel and ensure all parts are included.

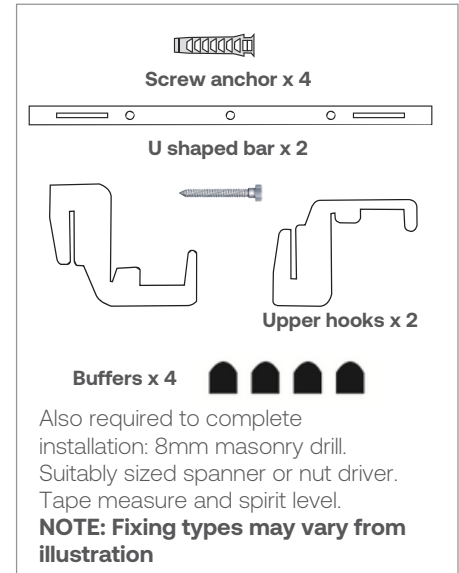
4. Carefully remove the top panel and lay aside for refitting later.

NOTE: The screw anchors supplied are designed for installation into block or brick walls. If the wall structure differs from this, or if you are unsure, contact the Technical Department for advice.

CHOICE OF FIXING POSITION:

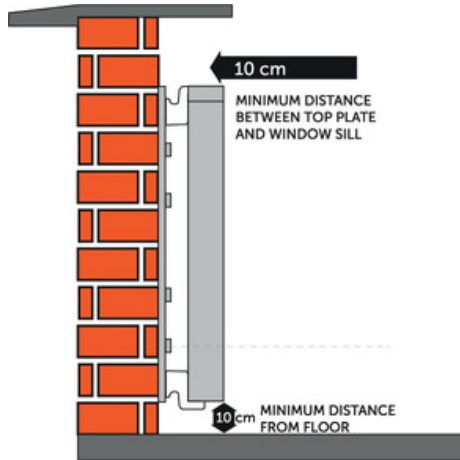
It is recommended that the radiator is installed under a window or on an outside wall of the room. As an alternative, the installation can be on an inside wall, but this position may result in an uneven heat distribution within the room.

DO NOT locate the heater immediately below a fixed socket outlet or connection box.



Consideration should also be given to the available electrical supply to the radiator. The position should be within a reasonable distance of a suitable rated power source and should not cover or impede access to any existing socket or junction box. There should be at least 30cm (12") clearance above the radiator to any electrical installation. The radiator is supplied with the power on the same side as the thermostat.

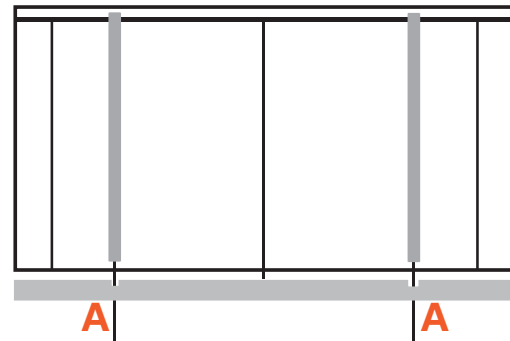
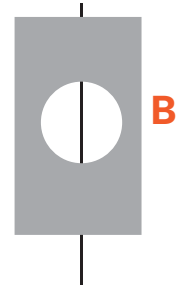
Prior to drilling holes in the wall at the chosen fixing position, check for electrical wiring, gas and/or water pipes immediately behind the fixing points.



- The radiator should be fitted at a minimum distance of 20 cm (8") from the floor to the lowest fixing rail hole. This will give a minimum clearance of 10cm (4") to the lower edge of the radiator. Ensure a minimum clearance above the radiator of 10cm (4") to a window board or overhang. This is required to ensure proper air circulation.
- Always ensure a minimum distance of 75mm (3") to the sides to any adjacent fittings or furniture.
- Do not place furniture or other objects within 150mm (6") of the front panel of the appliance.

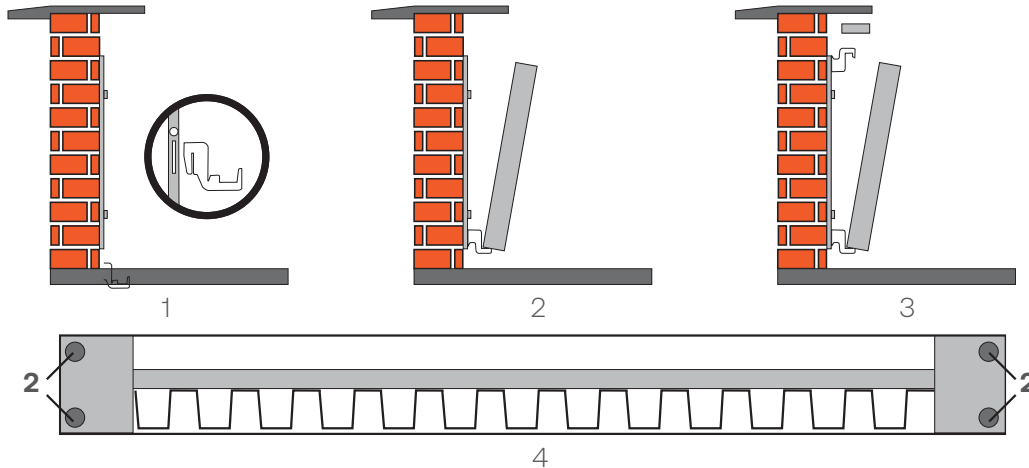
INSTALLATION OF THE SUPPORT BARS:

1. Remove the lid from the radiator and then turn it upside down and place it on top of the skirting board against the wall in the desired location.
2. With a pencil, make two marks on the wall that match where the two notches (A) are located on the lid.
3. Place a rail vertically (confirm it is vertical with a spirit level) with one end in the centre of the notch (see illustration).
4. Mark a vertical line the full length of the rail.
5. Repeat the process for the other rail.
6. Place the rail against the wall so the pencil line is visible through the holes (B).
7. Mark the holes to be drilled.



FITTING THE RADIATOR TO THE SUPPORT BARS:

1. Install the enclosed wide bottom hooks securely into the lower slots in both support bars.
2. Lift the radiator carefully and place centrally onto the lower support hooks, ensuring the hooks engage securely and the ends are within the ribs of the radiator.
3. With the top of the radiator tilted away from the wall, place the slim upper hooks into the upper slots and move to the side. Move the top of the radiator slowly towards the wall, lifting the upper hooks and engaging these into the ribs at the top. Carefully replace the top panel to cover the fixings.
4. Add the 4 buffers to the top of the radiator.



6. ELECTRICAL INSTALLATION

Following the fitting of the radiator to the fitting bars, connection should be made to a suitable power supply.

WE RECOMMEND THIS PRODUCT BE INSTALLED BY A QUALIFIED ELECTRICIAN.

The mains supply cable must be connected to a double pole switched flex outlet, with a minimum 3mm separation, incorporated in the fixed wiring. The radiator should be installed in accordance with current local wiring rules.

CHANGING THE POWER SUPPLY ENTRY SIDE (IF REQUIRED)

The radiator is supplied with the power supply to the side specified on the order. If, on installation, this needs to be changed the radiator is fitted with a terminal block on the opposite side to allow this alteration.

7. RADIATOR OPERATING INSTRUCTIONS

To operate the product, use the switch on the flex outlet to turn the radiator ON or OFF as required.

It is recommended that the radiator is controlled by a suitably rated (min 13A switching) thermostat conforming to current legislation. Refer to the instructions supplied with the thermostat to provide suitable time and temperature settings.

The surface temperature of the radiator should not exceed 70°C. Please note that there are no consumer serviceable parts within the radiator.

DO NOT USE IF THE SUPPLY CABLE IS DAMAGED IN ANY WAY.

ADDITIONAL INFORMATION

If you need any support, please use the resources and contact details below:

T: 0800 5999 109 E: info@trustelectricheating.co.uk



Or scan the QR code to watch our How to Guide Videos:

Trust House, 12 Elmfield Business Park, Lotherton Way, Garforth, Leeds, LS25 2JY

10. SPECIFICATION

The Standard Range

Model No	N800, N1000, N1600, N2000, N2500
Finish	Gloss White RAL 9003/ any choice of RAL colour
Design	Wave/Smooth
Heat output (kW)	0.8 - 2.5
Heat Source	Soapstone core with tungsten element
Installation	Fixed to wall via wall fixing brackets
Guarantee	25-year guarantee for the radiator
Thermostat	Lot 20 compliant and digital
Height (mm)	650
Width (mm)	440 - 1360
Depth (mm)	65
Weight (Kg)	13 - 43



The Standard Range

CE	Yes
Number of energy cells	4 - 16
Construction	Aluminium & Soapstone
Cable Exit Point	Right or Left
Connection	Flex Twin, Earth, 1.5mm
Electric Supply	13 Amp 240V
Element type	Tungsten
Loading/Wattage (kW)	0.8 - 2.5
Safety Cut Out	NC - 150° open, 130° reset
Construction	Aluminium, Zinc
Floor Sensor	High accuracy 103AT-2 thermistor (accuracy $\pm 0.3^{\circ}\text{C}$ at 25°C)



The Vertical Range

Model No	NV1600, NV2000, NV2500
Finish	Gloss White RAL 9003/ any choice of RAL colour
Design	Wave/Smooth
Heat output (kW)	1.6 - 2.5
Heat Source	Soapstone core with tungsten element
Installation	Fixed to wall via wall fixing brackets
Guarantee	25-year guarantee for the radiator
Thermostat	Lot 20 compliant and digital
Height (mm)	1260
Width (mm)	440 - 720
Depth (mm)	65
Weight (Kg)	13 - 43



The Vertical Range



CE	Yes
Number of energy cells	8 - 16
Construction	Aluminium & Soapstone
Cable Exit Point	Right or Left
Connection	Flex Twin, Earth, 1.5mm
Electric Supply	13 Amp 240V
Element type	Tungsten
Loading/Wattage (kW)	1.6 - 2.5
Safety Cut Out	NC - 150° open, 130° reset
Construction	Aluminium, Zinc
Floor Sensor	High accuracy 103AT-2 thermistor (accuracy $\pm 0.3^{\circ}\text{C}$ at 25°C)

The Junior Range

Model No	NJ1600, NJ2000, NJ2500
Finish	Gloss White RAL 9003/ any choice of RAL colour
Design	Wave/Smooth
Heat output (kW)	1.6 - 2.5
Heat Source	Soapstone core with tungsten element
Installation	Fixed to wall via wall fixing brackets
Guarantee	25-year guarantee for the radiator
Thermostat	Lot 20 compliant and digital
Height (mm)	390
Width (mm)	1340 - 1650
Depth (mm)	65
Weight (Kg)	13 - 43



The Junior Range

CE	Yes
Number of energy cells	8 - 16
Construction	Aluminium & Soapstone
Cable Exit Point	Right or Left
Connection	Flex Twin, Earth, 1.5mm
Electric Supply	13 Amp 240V
Element type	Tungsten
Loading/Wattage (kW)	1.6 - 2.5
Safety Cut Out	NC - 150° open, 130° reset
Construction	Aluminium, Zinc
Floor Sensor	High accuracy 103AT-2 thermistor (accuracy $\pm 0.3^{\circ}\text{C}$ at 25°C)



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Trust Electric Heating Ltd

Trust House, 12 Elmfield Business Park, Lotherton Way, Garforth, Leeds, LS25 2JY

Tel: 0800 5999109 Company Reg: 09019006 Vat Reg No: 187607667

Web: www.trustelectricheating.co.uk Email: info@trustelectricheating.co.uk

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