

# neos User Manual



trust<sup>®</sup>  
heating for humans

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## 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 60cm away from a water source and 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 OR PLUG 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

#### **DO NOT COVER WITH CLOTHES.**



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 wall in accordance with fitting instructions. 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 old 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 OLD 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.).

#### **DO NOT CLEAN WHILE IN USE.**

## 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. WARRANTY CONDITIONS

The warranty for your NEOS electric radiator(s) begins on the date of full payment, once we have received payment in full in accordance with the terms conditions.

For full details on the guarantee, refer to the terms & conditions or scan the QR code to view them online.

## GUARANTEE COVERAGE

During the period of guarantee we will eliminate all error functions which are related to a material flaw. The repair will take place as far as possible on the spot. Normal wear and tear, wilful or negligent damage, damage caused by failure to comply with instructions or connection to improper AC voltage, are not covered by this guarantee.



Date Supplied

.....

Signed

.....

## 6. RADIATOR INSTALLATION

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

**DO NOT lay on a table or other elevated position.**

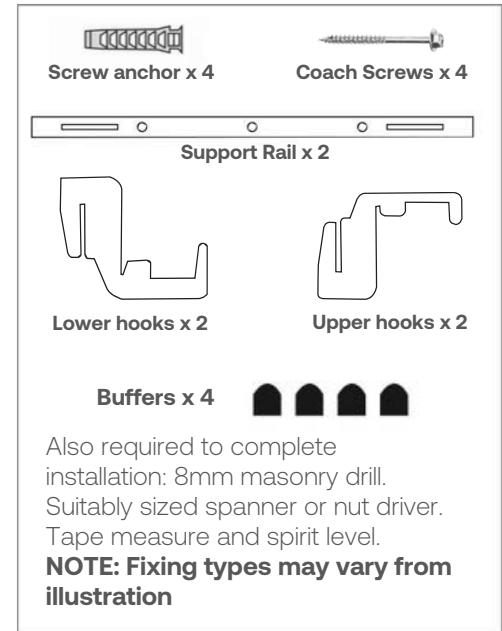
2. Open packaging carefully.

**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.

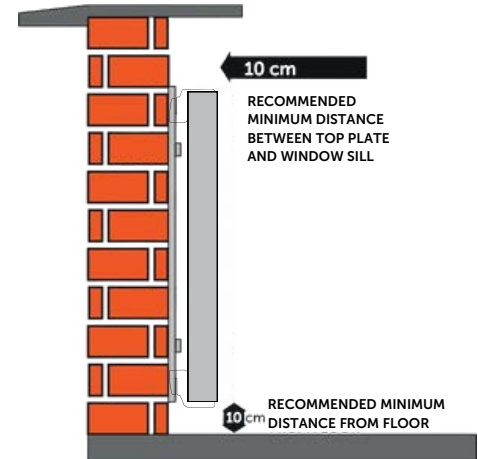
**DO NOT locate the heater immediately below a fixed socket outlet or connection box.**

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.**

## CHOICE OF FIXING POSITION

- The radiators are recommended to be fitted with a distance of 100mm (4") to the lower edge of the radiator and a recommended clearance above the radiator of 100mm (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 RAILS

1. Remove the lid from the radiator and then turn it upside down and place it on top of the skirting board with the notches 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.

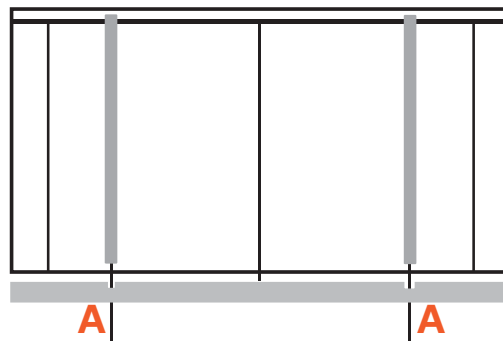
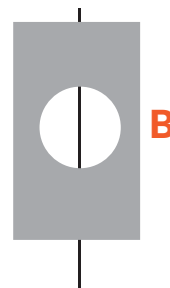
3. Place a rail vertically (confirm it is vertical with a spirit level) with one end in the centre of the notch (see illustration).

4. Mark a vertical line the full length of the rail.

5. Repeat the process for the other rail.

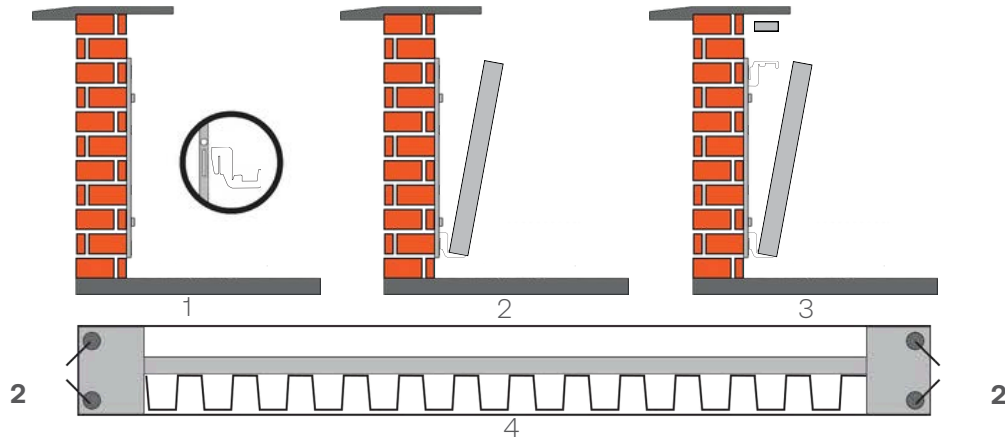
6. Place the rail against the wall so the pencil line is visible through the holes (B).

7. Mark the holes to be drilled.



## FITTING THE RADIATOR TO THE SUPPORT RAILS

1. Install the enclosed wide bottom hooks securely into the lower slots in both support rails.
2. Lift the radiator carefully and line up the black circles on the back of the radiator with the lower hooks then place 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.
4. Add the 4 buffers to the top of the radiator.
5. Carefully replace the top panel to cover the fixings.



## 7. 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 OR COMPETENT PERSON.**

## ADDITIONAL INFORMATION

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

**T: 0800 5999 109 E: [info@trustelectriceating.co.uk](mailto:info@trustelectriceating.co.uk)**

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

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



## 8. PROTOSTAT THERMOSTAT OPERATION

### Setting Date & Time

Press the MENU button and hold for 3 seconds.

The screen will show 3 options.

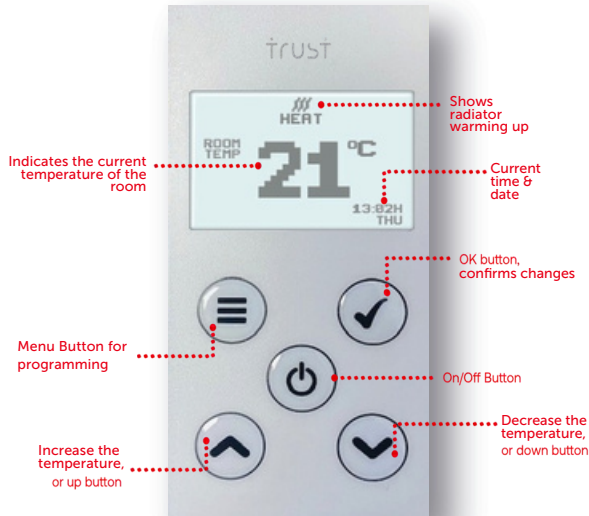
1. Set time
2. Timer settings
3. Options

Use the UP/DOWN buttons to select SET TIME from the menu and then press the OK button.

The screen will show TIME SET and the day will be flashing.

Use the UP/DOWN buttons to set the day and then press the OK button.

Then, the screen then will flash time. Use the UP/DOWN buttons to set the time and then press the OK button.





## Programming Temperature: AUTOMATIC MODE

You can set four different programs for each day or you can set the days of the week the same.

Press the MENU button and hold for 3 seconds.

The screen will show 3 options.

1. Set time
2. Timer settings
3. Options

Use the UP/DOWN buttons to select Timer settings and then press the OK button.

The screen will then flash with: Mon, Tue, Wed, Thur, Fri, Sat, Sun. If you want to set the temperature & start/finish time the same for all the days of the week, press the OK button.

If you want to set every day to a different start and finish time use the UP/DOWN buttons to select each day then press the OK button.

Program 1 will then be on the screen with the word TIME underneath.

Use the UP/DOWN buttons to select the first time you would like the radiator to come on.

Once you have the correct time then press OK.

The word TEMP will then be on the screen - use the UP/DOWN buttons to select the desired temperature. Then press OK.

Once this has been completed it will ask you to then do the same for program 2, 3 & 4.

**NOTE: When setting the four programme times & temperatures, the radiator will never actually turn off, only move to the next temperature setting. If you don't want the radiator to come on, set the temperature to 5° (frost setting). This is the radiator's lowest temperature and is designed to protect the radiator and the property.**

## **OPTIMISATION MODE**

The Optimisation Mode calculates how long it takes the room to reach the desired temperature setting. For example, if you want your room to reach 22 degrees from 08:00, the thermostat will calculate that due to the temperature in the room, it may need to come on earlier or later to achieve 22 degrees for that time.

If you want to use this feature:

Press the MENU button down for 3 seconds and scroll down to Options, then press OK.

The screen will now flash Optimise: ON or OFF. Select ON and then press OK.

## MANUAL MODE

If you require more heat or less heat when the program is on, manually use the up down arrows and then press ok. This will override your program setting for this period only.

If you require heat outside of the pre-programmed settings, turn the heater on and use the UP button to reach the desired temperature.

## STANDBY MODE

Instead of switching off the radiator via the mains power, we advise turning off the thermostat. To do this, press and hold the ON/OFF button for 5 seconds until the display goes blank.

We recommend that the radiator is left in standby mode over summer to prolong internal battery life.

## 9. RESOURCES

### Protostat How to Videos



### Wireless Thermostat How to Videos



### App Control How to Videos



### Step By Step Installation Video



## 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 $25^{\circ}\text{C}$ )



# 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 $25^{\circ}\text{C}$ )

# 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 $25^{\circ}\text{C}$ )



# neos

*#ControlTheElements*

Trust Electric Heating Ltd

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