



Product instruction manual

NCK-2.0EF-WHITE
NCK-2.0EF-BLACK
NCK-2.0EF-WHITE(CA)



For the correct usage of the product, read the user manual carefully and keep it nearby.

<https://ballu.world/>

CONTENTS

COMPONENTS	01
FOOT INSTRUCTIONS	02
WALL MOUNTING INSTRUCTIONS	03-04
OPERATING YOUR HEATER	05-07
TROUBLESHOOTING	08-09
CARE AND CLEANING	10
IMPORTANT SAFETY INSTRUCTIONS	11-13
WARRANTY AND SERVICE	14

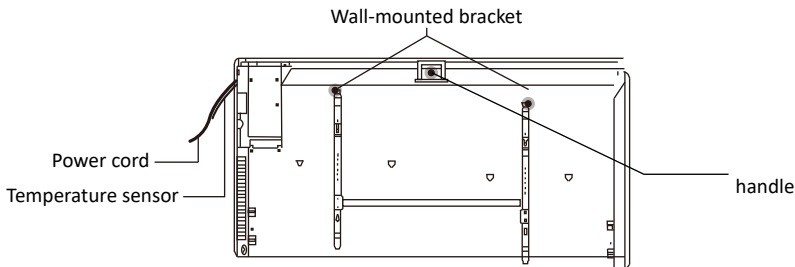
COMPONENTS

Name of components and parts

Converter heater



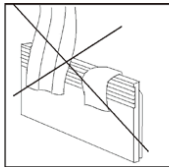
Back



*The wall bracket is already installed. You can pull out and detach the bracket by pressing on the protruding part above the bracket



Do not use in wet environments, and not touch the product case, power cord, plug, etc. with wet hands!



Do not place or cover items or clothing on top of the product!



Do not let children to touch or trip over the product!










Please keep a distance of more than 1 meter from easy flammable objects.

FOOT INSTRUCTIONS

Before using this heater, it must either be wall mounted or have the feet fitted. The device has provided special screw knobs for mounting the feet, which can be installed manually without using a screwdriver.

Product Components


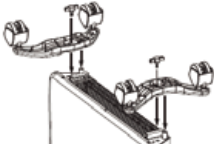
						
Feet(2pcs)	Wheels(4pcs)	Foot fastening screws (2 pcs)	Wall-mounted bracket	Wall mounting screws (2 pcs)	Wall screw slot (2 pcs)	Wall mounting screws (2 pcs)

Before you install:

1. Make sure the heater is unplugged and power switches are off
2. Carefully turn the main body upside-down on a scratch-free and stable surface. Be careful to prevent damage to the cosmetic finish or your floor surfacing.

Note: The wall bracket edges may be sharp. It is recommended that if using as a free standing appliance please remove the wall bracket from the back of the heater

Foot installation

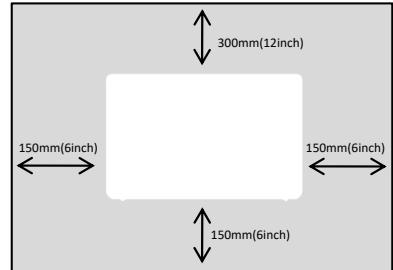
<p>[1]</p> 	<p>Remove the foot, wheels and thumb screws from the foam on the side of the product package. Mount the wheels on the foot</p>	<p>[2]</p> 	<p>Align the foot with the groove on the bottom of the main body and turn the included thumb screw to fix it as firmly as possible.</p>
--	--	--	---

WALL MOUNTING INSTRUCTIONS

Note:

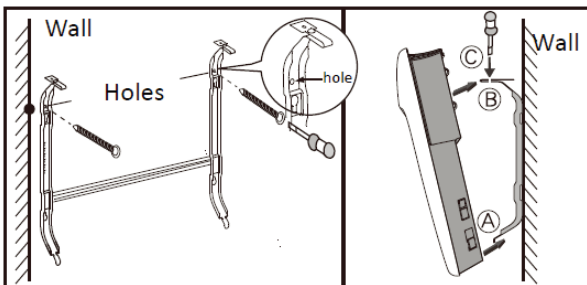
- 1.The appliance must not be located immediately below a socket outlet.
- 2.Your Panel Heater should be installed with at least 150mm clearance from the floor and any other surrounding parts including other appliances and side walls.At least 300mm clearance from ceilings, shelves and soft furnishings.
- 3.Do not run the power cord behind the heater.

**WALL MOUNTED HEATERS
ARE ONLY TO BE MOUNTED ON
HEAT RESISTANT WALLS THAT
COMPLY WITH CURRENT
SPECIFICATIONS & BUILDING
REGULATIONS**



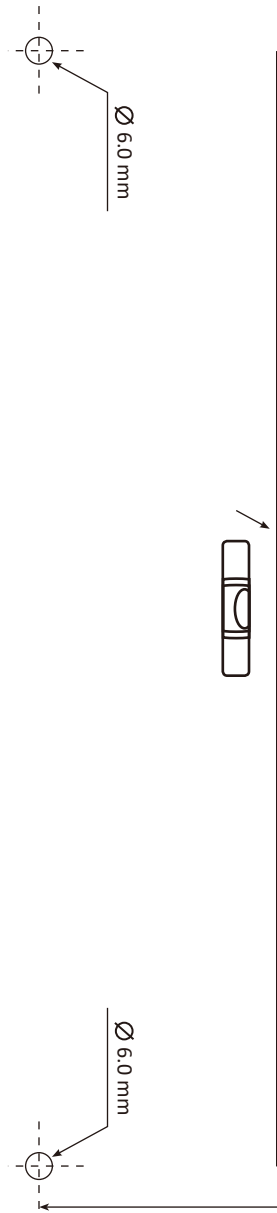
WALL MOUNTED

1. Make sure the appliance is unplugged and power switches are off.
2. Position the panel appliance within one metre of wall socket. Do not mount in front of or below the wall socket. Ensure there is at least 150mm clearance on all sides of the appliance.
3. Position the mounting bracket in the wall and mark the hole positions with a pen or pencil and check they are horizontal with a spirit level. Ensure the two bottom mount holes are at least 150mm from the floor and drill holes as required.
4. Secure the mounting bracket to the wall with the mounting screws. (For masonry walls use the plastic sheaths).
5. Insert the back of the device into the mounting bracket. First find the bottom plug, align and insert it, then align the upper hole and push it toward the wall. You can press down on the protruding part above the bracket so that the bracket slot can better enter the hole position.
6. Plug appliance into a standard 120 volt AC electrical outlet.



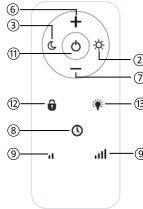
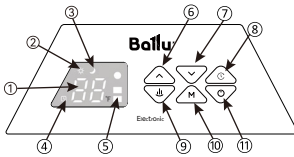
WALL MOUNTING INSTRUCTIONS

Wall Mounting template for electric convection
heater: Please refer to this mounting template for
hole size and distance



OPERATING YOUR HEATER

Control Panel








Screen

- ① Temperature or time indicator
- ② Comfort mode indicator
- ③ ECO mode indicator
- ④ Timer on indicator
- ⑤ Power level indicator

Button

- ⑥ Number increase
- ⑦ Number decrease
- ⑧ Timer on/off
- ⑨ Power level
- ⑩ Mode switch
- ⑪ Power button
- ⑫ Child-lock
- ⑬ Light-off

Screen indication

-  Indication of temperature mode – Comfort(50-86°F/10-30°C)
-  Indication of temperature mode – Eco(50-86°F 10-30°C)
-  Control lock indication
-  Indication of “timer OFF” Function (to turn OFF)
- 86°F Display target temperature
-  Indication of heating power levels



- The remoter already connected with this heater, it can be use. But if you need to replace a new remoter, please long-press the ON/OFF of Heater&New remoter at the same time for 4 seconds to reconnect.



- It is normal and harmless for a new product to smell when it is first used. It is recommended to heat for 2 hours at the maximum power in a ventilated environment, and then it can be used without smell



- The set temperature may deviate from the room temperature by 2-6°F, depending on the volume and insulation of the room. For large rooms that are easy to cooled quickly, we recommend setting the temperature 2-6 °F higher than the desired temperature, which will help improve heating efficiency.



- If the product triggers overheating protection due to misuse, it will not work properly, you need to contact us at BalluCustomerService@gmail.com

OPERATING YOUR HEATER

Main function

Mode button

1. Click to switch between 2 different modes
2. Comfort mode range from 50-86°F(10-30°C), the default value is 86°F(30°C)
3. ECO mode range from 50-86°F(10-30°C), the default value is 86°F(30°C)
4. When the device is turned off and on, it saves and returns to the temperature value set in the last mode



Power level button

1. Click to switch power levels, you can adjust the first level (750W) / the second level (1500W).



On/off button

Click to turn the product on or off. Turn off the product to enter standby mode.



Timer button

1. Click the Timer button to enter the timer shutdown setting.
2. Click or long press the number increase/decrease button to adjust the time from 0-24 hours.
3. After 5 seconds of no operation (or click the timer button again) the timer function will be turned on.
4. When the timing function is turned on, the timing indicator will appear on the screen. The device will shut down after the countdown.
5. Clicking the timer button again will display the remaining time, setting it to 0 will disable the timer function.



Number increase/ decrease button

1. Click to increase or decrease the temperature value, time value
2. Child lock function: Press "<" and ">" at the same time for 3 seconds to turn on and off the child lock function



OPERATING YOUR HEATER

Other function

Overheat protection

For safety in use, the heater will stop heating when the ambient temperature is above 275°F. If the product triggers overheating protection, Please contact us at BalluCustomerService@gmail.com for the solution.

Tip-over protection

When the heater is moved or knocked over, it will power off and stop all functions. Dismiss Tip-over and Motion Protection: Place the heater on a flat level, and sturdy surface, and while keeping it upright, try using it again.

Memory Function

This heater will memorize the previous settings (power level, mode, temperature value) when it is powered off. The settings will be active again when this heater is turned on.

Thermostatic function

When the room temperature reaches the target temperature, it will automatically shuts off or reduces power to save energy. Subsequently, it will automatically restart the heating when the room temperature falls below the target temperature.

TROUBLESHOOTING

Note:

The troubleshooting section below is for solving frequently asked questions for the heater unit. If your problem persists, please contact customer support.

Problem	Possible causes	Solution
Error Codes on Display	E1-Temperature sensor malfunction.	Please contact us at BalluCustomerService@gmail.com for solution.
	E2-Short circuit on temperature sensor channel.	
	E3-overheating of temperature sensor (exceeded +118 degrees).	
	E4-ambient temperature has dropped too low(below -78 degrees)	
The heater suddenly shuts down	The overheating protection has been triggered.	Please contact us at BalluCustomerService@gmail.com for solution.
	The Tip-over Protection has been triggered.	Ensure your heater is placed on a flat and even surface. Keep it upright and turn it on again.
	Power cord is not properly plugged in.	Connect the plug to a powered electrical outlet.
Product does not heat	No power is passing through the unit.	Ensure that your circuit breaker or fuse is working properly./Ensure your heater is placed on a flat and even surface.
	The temperature value set by the heater is too low	Make sure the thermostat is set at a higher temperature than the ambient temperature.
	The temperature exceeds the threshold of the thermal cutoff.	Turn off the unit and unplug it from the power outlet. Allow it to cool, and then plug it into the electrical outlet again.

TROUBLESHOOTING

Questions and Answers

1. Why does it smell when I use it?

A: To protect the metal of new products, we add a layer of protective oil to the surface. During the first use of the heater there may be some odor, this is considered normal and not harmful to health. For first use, we recommend turning on the product at maximum power (86°F) for approximately 2 hours in a ventilated environment to remove the odor. It is also possible that the odor is caused by hair or dust in contact with the heating element. Please make sure that no foreign objects get inside the heater.

2. Why does the room warm up slowly?

A: Convection heating process is soft and comfortable, generally need at least 1 hour to heat the full room, the specific time spent on heating is affected by the use of the area, house warming effect, the surrounding environment and other factors. During use it is recommended to close doors and windows to prevent heat loss and to keep the heater temperature set at a maximum of 86°F (30°C). This helps to warm up the room faster.

3. Why do you sometimes hear switch sounds?

A: The heater is equipped with a temperature sensor and automatic operation mode, when the set temperature on the heater is reached in the room, the heater automatically switches off the heating, so it is possible to hear the switch switching sound at that moment.

4. What is the difference between this Ballu convection heater and other oil heater?

A: Oil heaters heat the medium (oil) and then heat the air, which will cause too much heat to be wasted in the medium (oil), resulting in low thermal efficiency. Because the heat loss rate of the room is fast, the thermal efficiency of the oil heater is low and there is no continuous heating effect, so the room temperature will be lower.

Ballu convection electric heater directly heats the air through special alloy heating material, without intermediate medium, with high thermal efficiency, rapid room temperature rise, and by virtue of natural air convection, the indoor temperature is very uniform.

5. What is the difference between Ballu convection heater and air conditioner?

A: The air conditioner will cause the indoor air to flow sharply, which will make people feel dry and lack of oxygen, and because the installation position of the air conditioner is high, it will cause the experience of hot head and cold feet. In addition, the air exchange principle of the air conditioner determines its heating effect. When the outdoor temperature is very low, the air conditioner loses its heating effect. The Ballu convection heater is based on the physical principle of hot air rising and cold air falling to achieve natural air convection without direct blowing, and can make the temperature of the upper and lower positions of the room the same, and the heating feels very comfortable.

6. How to save on electricity bills?

A: Power consumption depends on the size of the room, the insulation of the room, and the temperature you expect. It is recommended to use in a space of 160-220 square feet (Can be used up to 300 square feet, but requires longer heating time), close doors and windows to reduce heat loss, and adjust the heater to the highest temperature and power for faster heating. When the room enters the thermal insulation state, the temperature will be stable, and the power consumption per hour will be reduced. At this time, a lower temperature value can be set. You can also save on electricity bills with different mode temperatures, which are used at different times of the day and in different situations.

Care and cleaning

-
- The heater requires regular cleaning to ensure trouble free.
-
- Unplug the heater from the mains supply before cleaning.
-
- Ensure that the heater has been allowed to cool down completely before cleaning.
-
- The common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning the air vents and grills.
-
- Use a soft cloth (not wet) to wipe the exterior of the heater to remove dust and dirt.
-
- Never use solutions such as petrol, thinners or polishing agents.
-
- Ensure the heater is dry before plugging back into the mains supply.

IMPORTANT SAFETY INSTRUCTIONS

Thank you for choosing Ballu heater. Please read all instructions before using the appliance. When using any electrical appliance, some basic safety precautions should be observed to reduce the risk of fire, electric shock, and/or any injury to persons.

CAUTION: To avoid danger due to inadvertent restarting, this equipment must not be powered through an external switching device (such as a timer) or connected to a circuit that is periodically switched on and off by a utility.

- This equipment is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they are supervised or instructed in the use of the equipment by a person responsible for their safety.
- If the power cord is damaged, it must be replaced by the manufacturer, its service facility, or similarly qualified personnel to avoid a hazard.

WARNING: You must not cover this heater. Covering this appliance is a fire hazard and will trip the safety fuse, permanently disabling the heater.

WARNING: Extreme caution is necessary when any heater is used by or near children or those in need of assistance, especially whenever the heater is left operating and unattended.

WARNING: To reduce the risk of fire keep textiles, curtains, or any flammable material a minimum distance of 1 metre from the air outlet.

- Use only the voltage specified on the rating label of the appliance.
- This appliance is intended for household use only and not for commercial or industrial use.
- Indoor use only.
- Use this appliance only as described in this manual.
- Do not use the appliance if it has been dropped or damaged.
- The common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning the air vents and grills.
- Do not operate in areas where petrol, paint or other flammable liquids are used or stored.

IMPORTANT SAFETY INSTRUCTIONS

- Never use the appliance to dry clothes.
- Always unplug appliance when not in use.
- When the appliance has been unpacked, check it for transport damage and ensure all parts have been delivered. If parts are missing or the appliance has been damaged, contact the Customer Services Team.
- Do not use if there are visible signs of damage to the heater and contact the customer to replace a new one.
- Do not connect the heater to the power supply until it is fully assembled and adjusted.
- Ensure hands are dry before handling the plug or main unit.
- Ensure appliance is on a flat, stable, heat-resistant surface.
- Do not operate with cord set coiled up as a heat build up is likely, which could be sufficient to become a hazard.
- Carry out regular checks of the supply cord to ensure no damage is evident
- Do not operate this appliance with a damaged cord, plug or after the appliance malfunctions or has been dropped or damaged in any manner. Take to a qualified electrical person for examination, electrical service or repair.
- Do not twist, kink or wrap the cord around the appliance, as this may cause the insulation to weaken and split. Always ensure that all cord has been removed from any cord storage area and is unrolled before use.
- It is recommended that this appliance is plugged directly into the wall socket. Power boards are not rated to supply power to high wattage appliances.
- Do not remove plug from power socket until the appliance has been switched off.
- Do not remove plug from power socket by pulling cord; always grip plug.
- Do not place cord under carpet or cover with rugs or furniture. Arrange the cord so it cannot be tripped over.
- Don't place appliance on bedding or on thick & long carpet where the openings may get blocked.
- Switch off and use handle provided when moving
- Do not place appliance close to radiant heat source.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
- Do not use this appliance in the immediate surrounds of a bath, a shower, or a swimming pool or other liquids.
- The appliance must not be immersed in any liquids.
- This unit is not supposed to be used in or around locations where foodstuffs, works of art or delicate articles of science, etc. are stored.
- If your appliance does not work, or is not working properly, contact the Ballu Customer Services Team.

IMPORTANT SAFETY INSTRUCTIONS

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) this device may not cause harmful interference,
and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient un ou des émetteurs/récepteurs exempts de licence qui sont conformes au(x) RSS exempts de licence d'Innovation, Science et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

1. Cet appareil ne doit pas causer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un fonctionnement non désiré de l'appareil.

WARRANTY AND SERVICE

24-month warranty

This product is covered with Ballu product and labor warranty for 24 months from the date of its original purchase. Please feel free to contact us for any problems about the maintenance and use of products.

The warranty will not apply in cases of:

- Accident, misuse, or repairs performed by unauthorized personnel.
- Any unit that has been tampered with or used for commercial purposes.
- Use of force, damage caused by external influences.
- Damage caused by non-compliance with user guidelines, e.g., connection to an unsuitable power source or non-compliance with instructions. Partial or complete disassembly of the appliance.

After Sales Service

If any problem occurs, you can check the manual for troubleshooting in detail, or contact our customer service on Amazon.

To contact authorized Amazon seller, please follow these steps:

Step 1: Go to Your Orders. Find your order in the list.

Step 2: Click "Ask a question". (Or go to the product detail page, select the name of the seller. On the next page, select "Ask a Question".)

Step 3: Select the product and tap "Other" options in the Seller Messaging Assistant chat

Step 4: Send the message to us for after-sales support.

We always work hard to serve you and provide you a better customer experience.

Customer service: BalluCustomerService@gmail.com



<https://ballu.world/>

Customer service: BalluCustomerService@gmail.com

Manufacturer: Foshan Shunde BIG Climatic

Manufacture Co., Ltd

Address: C area, 2nd Floor, 9A building, factory
buildings 2 and 3, section no.10-6, Fu An industrial
area (First phase), Leliu Town, Shunde District,
Foshan City, Guangdong, China