Ballu®
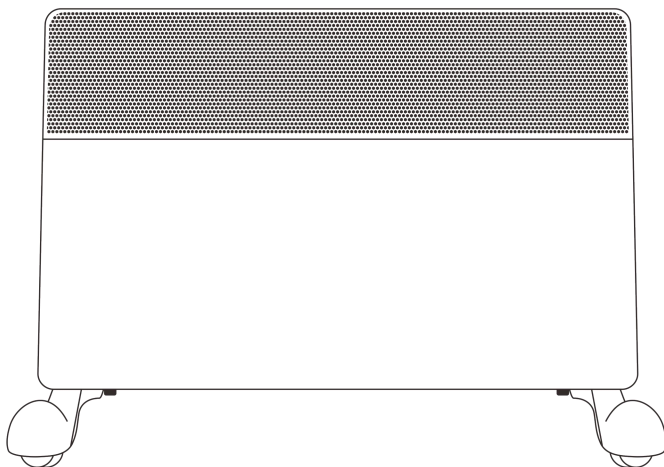
Product instruction manual

NCA1-4.5-PRO FABRIC WHITE
NCA1-4.5-PRO FABRIC BLACK

Need Help?

Contact us to get expert support.

✉ BalluCustomerService@gmail.com

🌐 www.Ballu-Service.com

Thanks for Choosing Ballu!

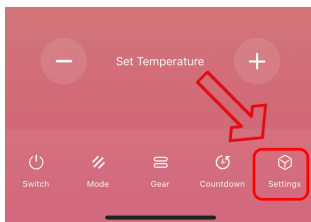**Ballu**

Innovative Energy of Comfort

We strive to create a comfortable environment for you, and we respect and value each of our customers
We hope you enjoy our product as much as we did creating it.

BALLU SPECIAL CARE AND SUPPORT

Contact us to extend to **36 Months Warrant**

Application Template

1. Order number：
   xxx-xxxxx-xxx

2. Product Model：
   NCA1-4.3-White

3. Request：
   Extend Warranty

OR

Smart life APP

Set Temperature

— +

Switch　Mode　Gear　Countdown　Settings

App control interface
"Setting"

BalluCustomerService@gmail.com >

Contact us >

Schedule >

Click on
"Contact Us"

Email & Website

Contact us at BalluCustomerService@gmail.com
or
Visit our website for the latest services:
https://ballu-service.com.

CONTENTS
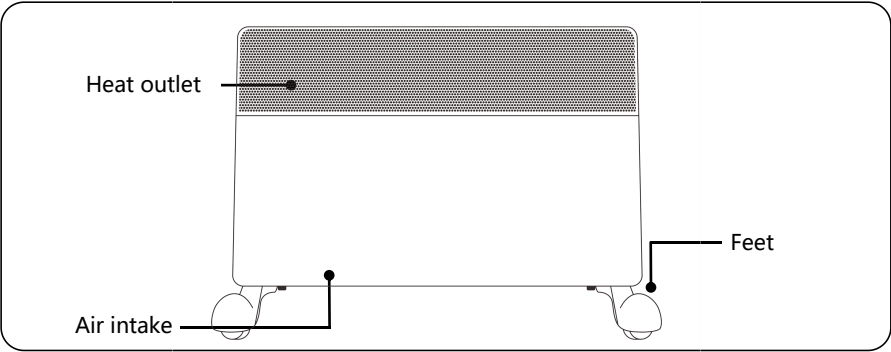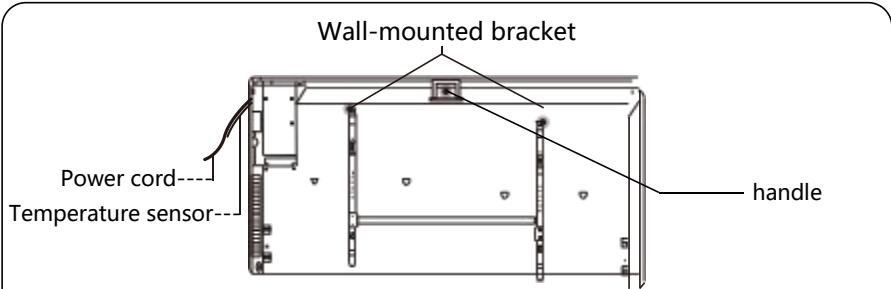
COMPONENTS

Product Components

Converter heater

Heat outlet

Feet

Air intake

Back

Wall-mounted bracket

Power cord

Temperature sensor

handle

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

Accessories

Remote (no battery)	Left foot (L)	Right foot (R)	Screw accessories			
			① X2	② X2	③ X2	④ X2

Installation Guide

Before using this heater, it must either be wall mounted or have the feet fitted. Please check installation detail as below.

1. FOOT INSTRUCTIONS

Take out 2 x legs and 2x ④ screws from foam	Take out 2 x legs and 2x ④ screws from foam
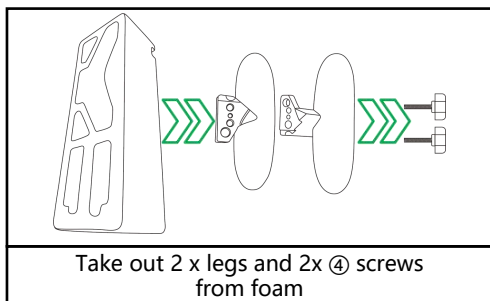
NOTE:

1. The device has provided special screw knobs for mounting the feet, which can be installed manually without using a screwdriver.
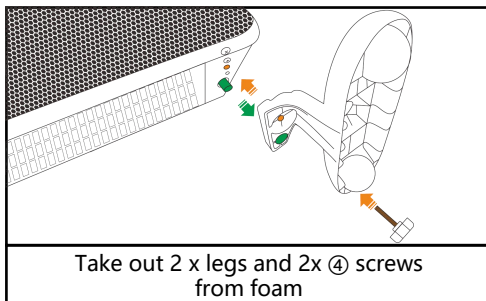2. The wall bracket edges may be sharp. Please be careful when installing

2. WALL MOUNTED

1.PRESS

2.PULL
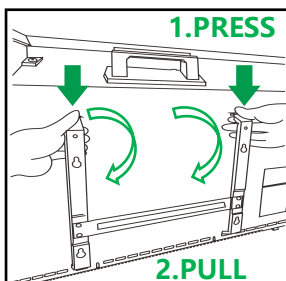
Remove bracket from back of heater

Wall

Holes
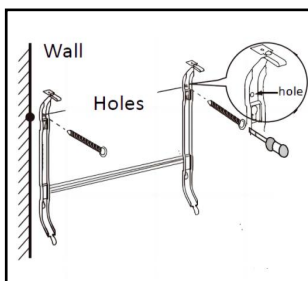
hole

Secure the mounting bracket to the wall with the mounting screws

Wall

C
B
A
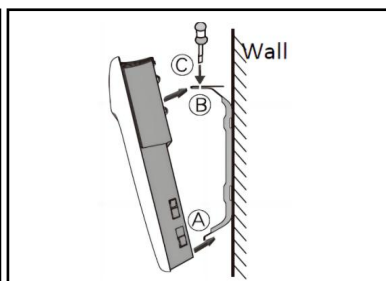
1. Insert A at the bottom of heater
2. Insert B at the upper of heater
3. Use short screws to secure the bracket at hole C, completing the bracket locking.

NOTE:

1. Do not mount in front of or below the wall socket. Ensure there is at least 150mm clearance on all ides of the appliance.
2. 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.

Installation Guide

Ø6.0mm   Ø6.0mm

250mm

Wall Mounting template for electric convection
heater: Please refer to this mounting template for

190mm

Ø6.0mm   Ø6.0mm
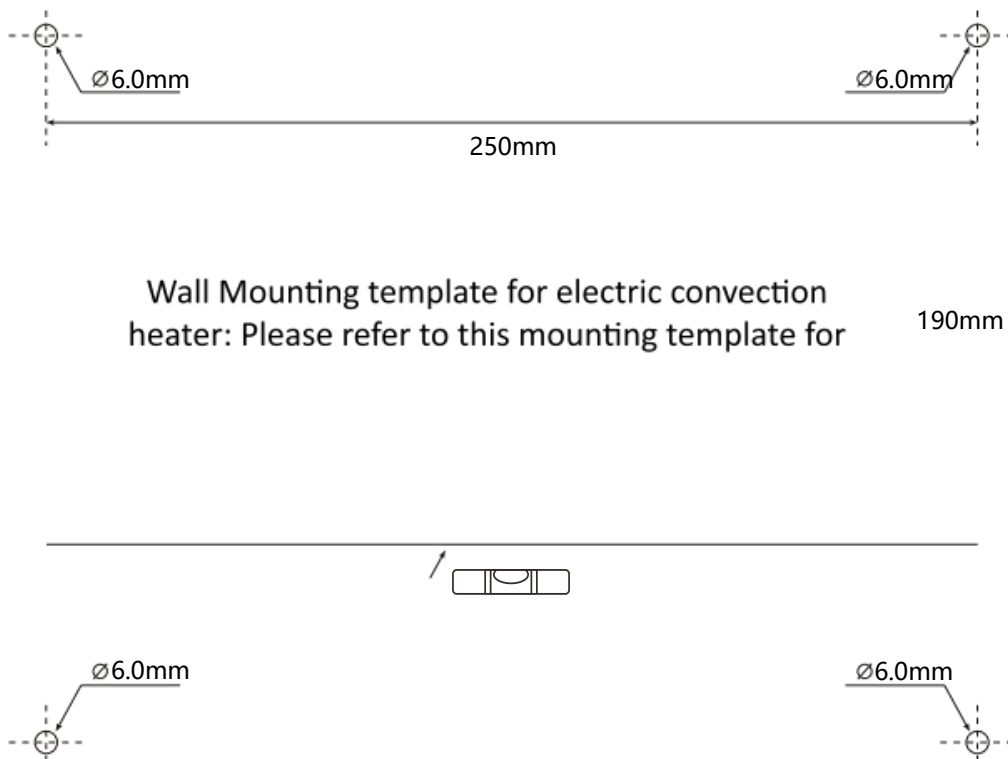
1. WALL MOUNTED HEATERS
AREONLY TO BE MOUNTED ON
HEATRESISTANT WALLS THAT
COMPLYWITH CURRENT
SPECIFICATIONS & BUILDING
REGULATIONS

2. KEEP DISTANCE WITH ANY
SURROUNDING PARTS

300mm(12inch)

150mm
(6inch)

150mm
(6inch)

150mm(6inch)
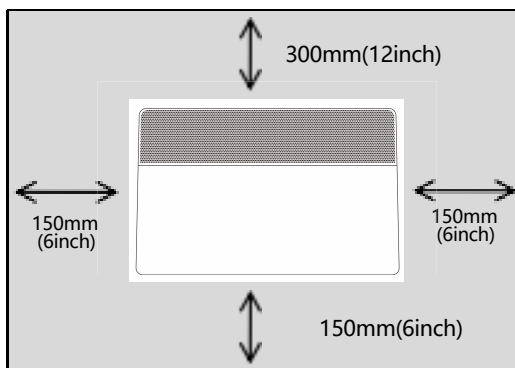
SAFETY INSTRUCTIONS
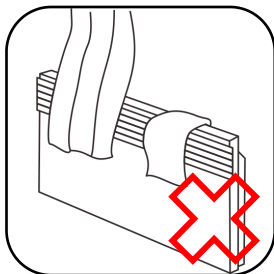
Do not place or cover items or clothing on top of the product!

Do not use in wet environments, and not touch the product case, power cord, plug, etc. with wet hands!
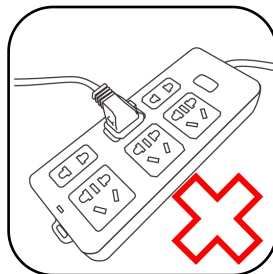
Do not use power strips or extension cords to avoid plug damage caused by excessive power.

Do not let children with delicate skin touch or trip over the product!
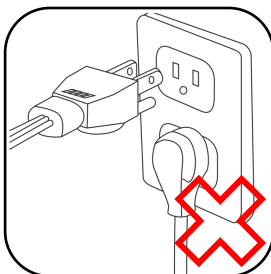
Overload electrical circuits: Avoid plugging in multiple high-powered devices on the same circuit.
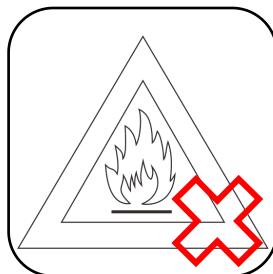
Please keep a distance of more than 1 meter from flammable objects such as curtains, quilts, newspapers, and fibers.
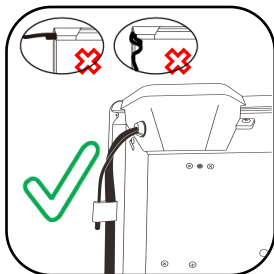
Please place the power cord naturally ver tically. Straightening or bending will result in inaccurate temperature detection..
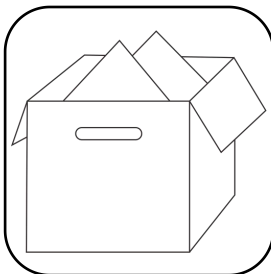
Proper storage and protection through dust covers. Do not allow foreign objects to enter the product

Read all cautionary markings on the appliance and safety instructions before use.

OPERATING YOUR HEATER

Control Panel

Power level button

Boost mode button

Power indicator light

Display screen

ON/OFF Button

Mode button

Ballu®

Temperature control

Shutdown countdown

Display target temperature

Ambient Temp from Remote sensor

Boost
COM
ECO
1500W
750W Remote

ON/OFF Button — Power | Light — Light-off Button

Boost mode — Boost

Comfort mode — Comfort

+
−
Temperature control

ECO mode — Eco | Timer — Timer function

Ballu

---

screen indication

Red indicator light – Boost mode(86℉ /30℃)

Yellow indicator light – Comfort(50-86℉ /10-30 ℃)

Green indicator light – Eco(50-86℉ /10-30 ℃)

Indication of heating power levels

Control lock indication

Indication of"Timer off" function (to turn off)

86℉ Display target temperature

Wifi connect indication

Battery required

For logistics safety, our remote control is not equipped with batteries. Battery model AAA is needed.
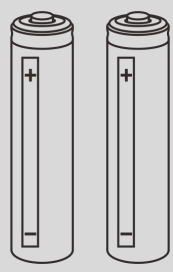
OPERATING YOUR HEATER

REMOTE CONTROL

Innovative Temp sensor remote control

-The remote control features a built-in independent temperature sensor, detecting the temperature around it and transmitting signals to the heater in real-time.
-It is no longer limited to the heater's own sensor or the temperature around the device.

Temp Sensor
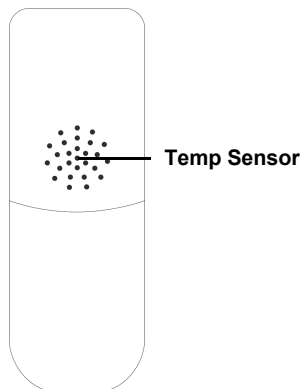
How to use
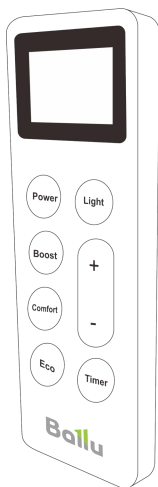
1、"REMOTE 88" below the remote screen indicates the temperature sensed by the remote. It updates every minute and syncs in real-time with the heating device, which uses this temperature to determine when to start or stop heating.
2、The remote's temp sensor is in the hole at the back. Do not block the hole.
3、Place the remote where you want to achieve the target temperature.
4、Stand the remote upright for more accurate temp sensing.
5、If the remote loses power or the heating device cannot receive the remote's temp signal for over 3 minutes, the device will switch to sensing the ambient temp via the built-in wire sensor.

Power   Light

Boost   +

Comfort   -

Eco   Timer

Ballu

Note

-Changes made on the app or the device won't sync with the remote screen.
-Each time you press the remote, the product will follow the settings displayed on the remote screen.
-If the remote, app, and device are all used to make adjustments, the last method used will take precedence.

OPERATING YOUR HEATER

Main function

	Boost mode (86℉/30℃)
Boost mode	• Fast heating with full power 1500W and disregard the temperature settings. • 3h later will switch to comfort mode automatically. • In this mode the operation of setting temperature, timer and power level will cancel Boost mode.

MODE **Mode button** Switch between 2 heating modes	☼	**Comfort mode (50-86℉/10-30℃)** • The default value is 86℉ /30 ℃ in the first using.
	☾	**ECO mode (50-86℉/10-30℃)** • The default value is 77℉/25 ℃ in the first using. • In same temperature setting, ECO mode will save about 4°F/2℃ of energy than Comfort mode

Timer function

Long press MODE on the control panel for 2s .Or click Timer button on remote control，adjust with + and -, Press Timer again to confirm, remaining time will be displayed on remote screen.

Light-off function

Press light-off button on remote control.

Child lock function

Long press ⟨ ⟩ on the control panel for 2s . Or Long press **+ -** on the remote for 2s

Power level setting

Click ❙❙ on the control panel Or Long press Power on the remote for 2s

Temperature unit setting

Long press Light on the remote for 2s

OPERATING YOUR HEATER

WIFI CONTROL

Download the SMART LIFE app

Available on the **App Store**

GET IT ON **Google Play**

Download the Smart Life app from the App Store or Google Play. Open the app and create a new account with email.

Gentle reminder:

1. Once connect successfully, the 📶 will be light up.
2. When you fail to connect, the 📶 will flashing or disappear . Please check your phone is that already connected to 2.4 GHz WiFi and Bluetooth.
If yes, please close and reset program and proceed to the first step to reconnect.

How to connect SMART LIFE

Add Device
Create Scene
Scan

Searching for nearby devices. Make sure your device has entered pairing mode.

Discovering devices...

Add Device
1 device(s) added successfully
Ballu Space Heater US
Added successfully
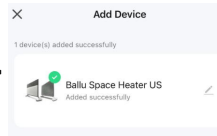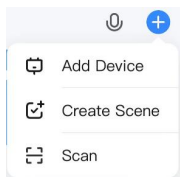
Connect your phone To 2.4 GHz Wi-Fi, and turn on Bluetooth

Tap the "+" button on the right upper corner and then tap "Add Device"

Wait for the device to be searched, then tap the "Add" button

Confirm wifi information, successfully connected

How to connect Alexa

Third-Party Services   More >

Alexa   Google Assistant   SmartThings
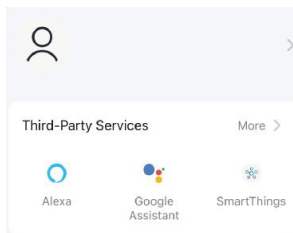
Find "Third-Party Services" in the "Me" section of the SMART LIFE and click on the Alexa icon to be redirected to the Alexa app for linking.

📶 Reset wifi and programs

With the product linked to power, turn off the control panel screen with the power button. Then press and hold the power button for 5 seconds, the product starts flashing, wait for 15 seconds to complete the reset.

works with | alexa

Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

APP FUNCTION

Current mode&Power level

Setting Temperature

Algorithm temperature - can be calibrated in "settings" by changing room size

Adjust target temperature:

Heating mode setting

Power level setting

Appointment shutdown setting

Power on/off

More setting (Please check below)
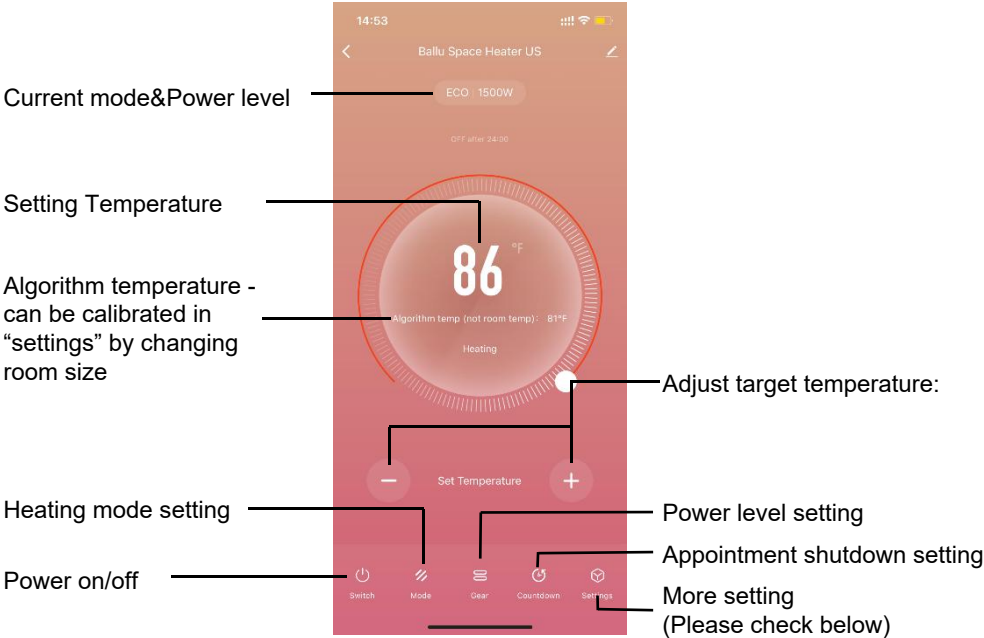
Power on/off

Tap the on/off button to switch the heater on or off.
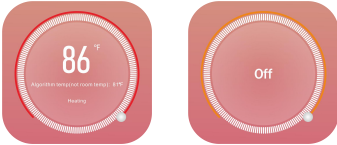
Power level setting

Tap the gear button to switch 1500W or 750W power for heating.

Gear	
750W	
1500W	✓
Done	
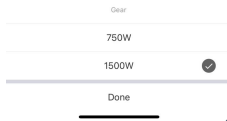
Heating mode setting

Tap the Mode button to switch between 3 heating modes.

Mode	
ECO	
Comfort	✓
Boost	
Done	
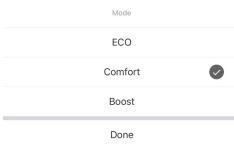
Heating mode setting

Tap the + or - button or move the dot to adjust heating temperature.
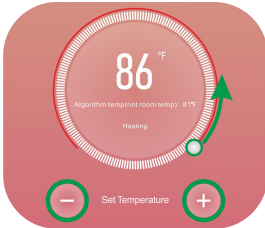
Appointment shutdown setting

Tap the shutdown button to select 0-24h later to turn off time,

Countdown	
Cancel	✓
1h	
2h	
3h	
4h	
Done	

APP FUNCTION

← Settings
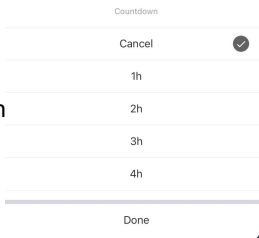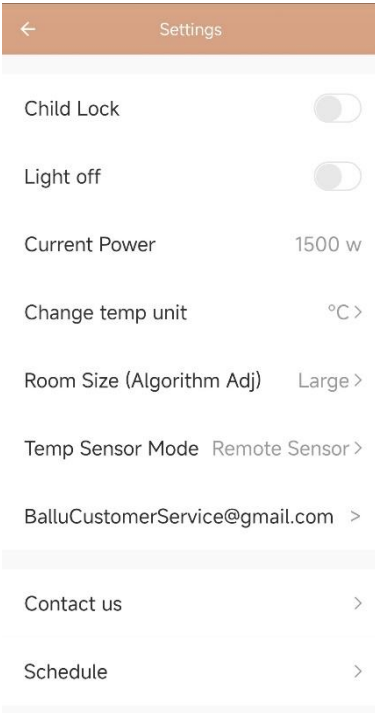
Child Lock ⬤ —— Turn on/off the Child lock function

Light off ⬤ —— Turn on/off the Light

Current Power 1500 w —— Current power level

Change temp unit °C > —— Current Temp unit

Room Size (Algorithm Adj) Large > —— Adjust your Room size

Temp Sensor Mode Remote Sensor > —— Adjust sensor
(Remote Sensor & Heater Sensor)

BalluCustomerService@gmail.com > —— Ours customer service mail address

Contact us > —— Contact us for the latest services

Schedule > —— Heating schedule

Temp Sensor Mode Adjust

1、Remote Sensor
-The heating device prioritizes reading the ambient temp from the sensor on the remote and adjusts heating based on this temp.
-In this mode, the algorithm temp is not affected by "Room size".
-The sensor on the device is ignored unless the remote loses power or signal.

2、Heater Sensor
-The heating device prioritizes reading the ambient temp from the sensor on the power cord and adjusts heating based on this temp.
-In this mode, the algorithm temp is influenced by "Room size".
-The sensor on the remote is ignored.

5:00 :::!! 🔋 5G
‹ Settings

Child Lock ⬤

Light off ⬤

Current Power 1500 w

Change temp unit °F >

Room Size (Algorithm Adj) Large >

Temp Sensor Mode Remote Sensor >

BalluCustomerService@gmail.com >

Temp Sensor Mode
Remote Sensor ✓
Heater Sensor
Done
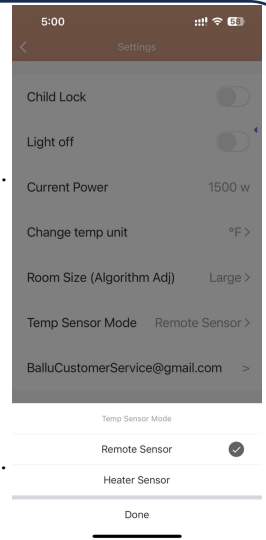
Schedule function

Please select your private working schedule base on your requiry, the setting options include working on/off in which hour in a day and repeat in week

Adjusting your Room size

You can adjust the heating algorithm of the heater based on the size of the room or your location to make it closer to the actual temperature.

Small	**Medium**	**Large(Default)**	**Extra large**
Algorithm reduces by 0°F (0°C)	Algorithm reduces by 4°F (2°C)	Algorithm reduces by 8°F (4°C)	Algorithm reduces by 12°F (6°C)

TROUBLESHOOTING

Why does the heater not heat?

A: Please check below 4 possible situations and solution:
1) Overheating protection——Please check the reset button on the back of the device
2) Tip-over protection——Please ensure that the product is upright
3) Ensure that your circuit breaker or fuse is working properly
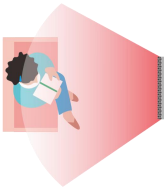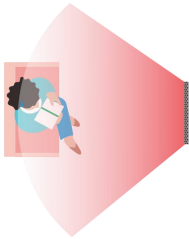4) The temperature value set by the heater is lower than temperature of sensor, please adjust to higher.

What does it show E1/E2/E3/E4 on display?

A: The error code is concerned to different troubles, please contact us at BalluCustomerService@ gmail.com for solution.

Why does the room warm up slowly?

A: It is recommended to close doors and windows to prevent heat loss during using and work at Boost mode and wait for the room to warm up before setting to your desired temperature. This helps to warm up the room faster and reduces energy consumption as the room enters a state of insulation.

How is it different from an oil heater?

A: Oil heaters transfer heat through oil, resulting in excessive heat loss, low efficiency, and slow heating, which leads to lower room temperatures. In contrast, ballu convection electric heaters use special alloy to directly heat the air without an intermediary medium, achieving high efficiency, rapid temperature increase, and uniform indoor temperatures through natural convection.

Why is the remote screen display incorrect?

A: 1) The remote screen doesn't sync with the app or control panel settings, so manual adjustments are needed.
2) Each time the remote is used, it sends the displayed status to the machine.
3) If the app, control panel, and remote are used simultaneously, the last operation takes effect.

Why does it smell when I use it?

A: It is normal and harmless to have a certain odor in the first using. We recommend turning on the product in Boost mode for 2 hours in a ventilated environment.

Why do you sometimes hear switch sounds?

A: The heater automatically switches off the heating when the set temperature on the heater is reached in the room,, it is possible to hear the switch switching sound at that moment.

How to save on electricity bills?

A: Power usage is determined by room size, insulation, and desired temperature. Ideal for 160-220 sq ft spaces, with potential for up to 300 sq ft but longer heating times. Close doors and windows to minimize heat loss. Start at the highest setting for quick heating, then adjust to a lower temperature once the room is insulated, stabilizing temperature and reducing power consumption. Utilize different temperature modes for various times and conditions to save on electricity.

Need Help? ✉ BalluCustomerService@gmail.com 🌐 www.Ballu-Service.com
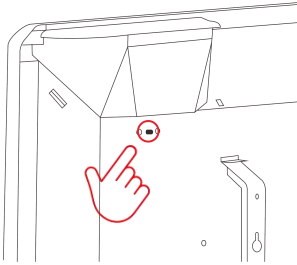
Overheat safety reset button

When the heater can not be turned on:
1. Unplug the cord and stay 15mins to cool down
2. Press this button
3. After that, retry to turn on the heater
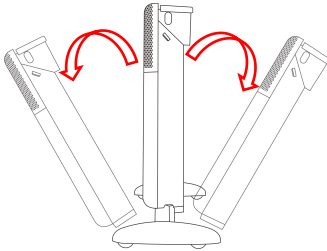
Tip-over protection

When the heater is moved or knocked over, it will power off. Please place the heater on a flat level, sturdy surface and keep it upright, try using it again.

Reset wifi and programs

1. Turn off the unit via the panel power button.
2. Long press the power button for 5s until "di" sound.
3. Heater's screen starts flashing, 15s later to complete the reset.
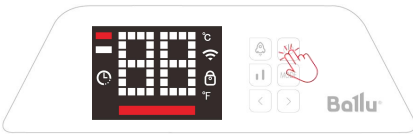
Reset remote control

1. Turn off the unit via the panel power button
2. Long press the [🔔] button of heater for 5s until the screen displays "□ □"
3. Long press " [Eco] "+" [Timer] " remote button for 2s
4. "□ □" disappear, remote reconnect complete.
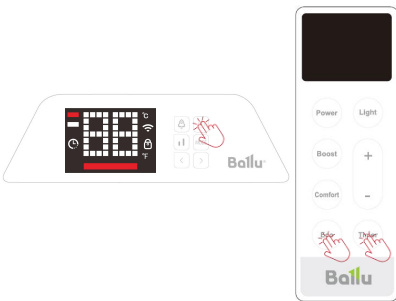
Need Help? ✉ BalluCustomerService @gmail.com ⊕ www.Ballu-Service.com

IMPORTANT SAFETY INSTRUCTIONS

WARMING

1. DON'T cover this heater. Covering this appliance is a overheating or fire hazard.
2. 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.
3. To reduce the risk of fire keep textiles, curtains, or any flammable material a minimum distance of 1 meter from the air outlet.
4. 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.
5. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Always use the handle when moving this heater.
6. Always unplug heater when not in use.
7. Use only the voltage specified on the rating label of the appliance.
8. Indoor using only.
9. Use this appliance only as described in this manual.
10. Ensure hands are dry before handling the plug or main unit.
11. Ensure appliance is on a flat, stable, heat- resistant surface.
12. Carry out regular checks of the supply cord to ensure no damage is evident.
13. Always ensure that all cord has been removed from heater and is unrolled before use. In avoid the insulation to weaken and split.
14. Do not remove plug from power socket until the appliance has been switched off.
15. Keep this appliance and cable away from heated surfaces. Do not position the cable under furniture or appliances.
16. Arrange the cord so it cannot be tripped over.
17. Do not place appliance close to radiant heat source.
18. Do not insert or allow foreign objects to enter any ventlation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
19. A heater has hot and arcing or sparking parts inside. It must NOT be used in potentially angerous locations such as flammable, explosive, chemical-laden or wet atmospheres. This heater is intended for general use ONLY.
20. Do not use this appliance in the immediate surrounds of a bath, a shower or swimming pool or other liquids.
21. If your appliance does not work, or is not working properly, contact the Ballu Customer Services Team.

FCC REQUIREMENT

FCC

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.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).

IC

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.

 The device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102 - Radio Frequency (RF) Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

le dispositif de a été évalué à répondre général rf exposition exigence.pour maintenir la conformité avec les directives d'exposition du RSS-102-Radio Fréquence (RF). ce matériel doit être installé et exploité à une distance minimale de 20 cm entre le radiateur et votre corps.

WARRANTY AND SERVICE

10

24-month warranty

This product is covered with ball u product and labor warranty for24month 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 infuences.
- Damage caused by non-compliance with user guidelines, e.g., connection to an unsuitable power source or non-compliance with instructions. partial or complete dis assembly of the appliance.

Customer Support

If you have any questions or concerns about your new product, feel free to reach out to our friendly Customer Support Team.

Email:
BalluCustomerService@gmail.com

Website:
www.Ballu-Service.com

Smart Life App:
Navigate to the Contact Us section in your app's settings for quick support.

Through your Amazon account:
1. Click on your order details
2. Click 'Get help with order' or 'Ask a question'
3. Select your issue to send us

Ballu®

Need Help?

Contact us to get expert support.

✉ **BalluCustomerService@gmail.com**

🌐 **www.Ballu-Service.com**

Manufacturer: Guangdong BIG Climatic Manufacture Co., LTD