



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/>

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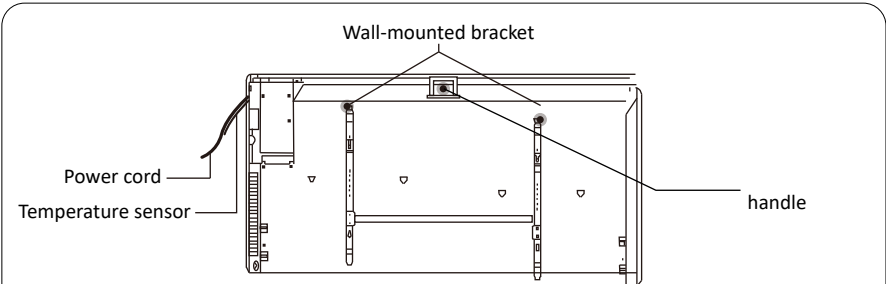
COMPONENTS

Name of components and parts

Converter heater



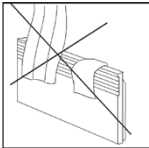
Back



*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!



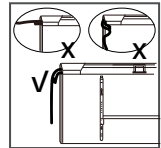
Do not place or cover items or clothing on top of the product!



Do not let children with delicate skin touch or trip over the product!



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 vertically. Straightening or bending will result in inaccurate temperature detection..

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


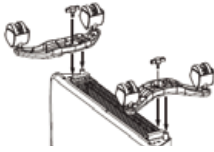
						
Feet(2pcs)	Wheels(4pcs)	Foot fastening screws (2 pcs)	Wall-mounted bracket	Wall mounting screws (2 pcs)	Wall screw slot (2 pcs)	Wall mounting screws (2 pcs)

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

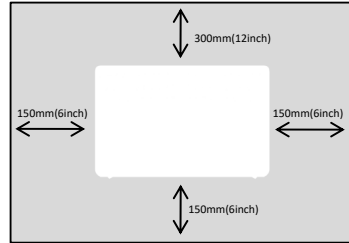
<p>[1]</p> 	<p>Remove the foot, wheels and thumb screws from the foam on the side of the product package. Mount the wheels on the foot</p>	<p>[2]</p> 	<p>Align the foot with the groove on the bottom of the main body and turn the included thumb screw to fix it as firmly as possible.</p>
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WALL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

Note:

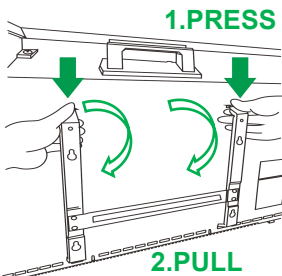
- 1.The appliance must not be located immediately below a socket outlet.
- 2.Your Panel Heater should be installed with at least 150mm clearance from the floor and any other surrounding parts including other appliances and side walls.At least 300mm clearance from ceilings, shelves and soft furnishings.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



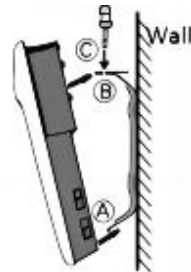
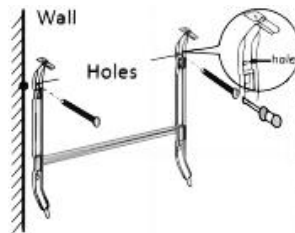
WALL MOUNTED

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.



1.PRESS

2.PULL



Remove bracket from back of heater

Secure the mounting bracket to the wall with the mounting screws

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.

WALL MOUNTING INSTRUCTIONS

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

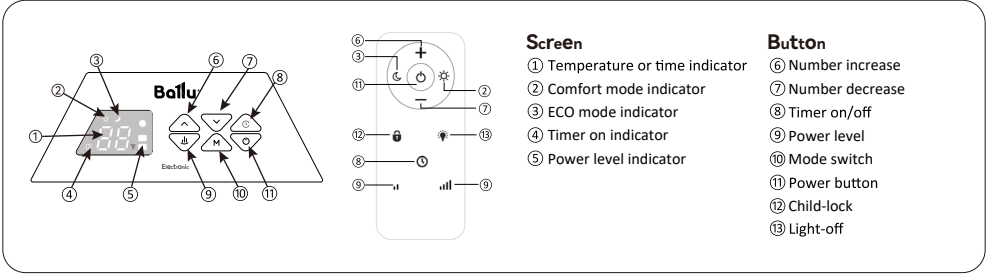


190 mm



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	<p>When the heater can not be turned on:</p> <ol style="list-style-type: none">1. Unplug the cord and stay 15mins to cool down2. Press the Safety reset button on back cover3. After that, retry to turn on the heater
Tip-over protection	<p>When the heater is moved or knocked over, it will power off and stop all functions.</p> <p>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.</p>
Remote Reconnect	<p>Please follow below steps:</p> <ol style="list-style-type: none">1. Turn off the unit via the panel power button2. Long press the “ ⏻ ” button of heater for 3s until “di” sound3. Long press “ ⏻ ” remote button for 5s4. “Di” sound again, remote reconnect complete.
Thermostatic function	<p>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.</p>

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 does the heater shutdown suddenly?

A: Please check below 3 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) Power cord is not properly plugged in - Connect the plug to a powered electrical outlet.

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

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

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 ventilation 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 dangerous 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.

IMPORTANT SAFETY INSTRUCTIONS

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

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: Guangdong BIG Climatic Manufacture Co., LTD