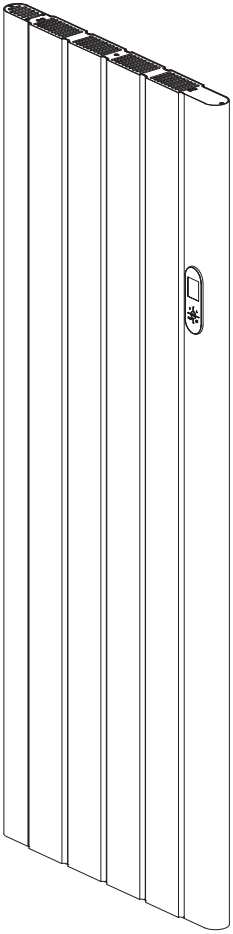
victorian plumbing.co.uk

Urban Electric Radiator



Fitting Instructions

Please follow them carefully and
leave this manual with end user

V3.03.26

Important Information

Before installation, please read this guide carefully.

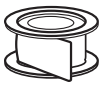
1. **We recommend that this product is installed by a qualified tradesperson**, Victorian Plumbing Ltd. accept no liability for products incorrectly installed or any damage to the floor, walls, plumbing, radiator, or personal injury during installation.
2. **Check the chosen wall space for any pipes/cables prior to drilling.**
3. Observe all local building codes & regulations.
4. **Ensure the incoming mains power supply is switched off prior to commencing the installation.**
5. Unpack the product then read these instructions before proceeding. Inspect the product for damage. If any damage is found, contact our Customer Relations team.

! SAFETY INFORMATION !

1. This product is manufactured in compliance with EN 60335-2-30:2009/A13:2022, EN 60335-1:2012/A16:2023 and EN 62233:2008 standards.
2. Never use an electric radiator that shows any signs of damage.
3. Always connect the electric radiator via a 240V fused spur switch.
4. Be aware, all metal surfaces are hot when the radiator is switched on.
5. Do not install the radiator in the bathroom.
6. **This installation should only be installed by a qualified tradesperson** in accordance with the applicable regulations regarding safety and all other regulations.
7. All installations to which the device is connected should comply with regulations applicable in the country of installation and use.
8. Extensions leads or electric plug adapters should not be used to supply power to the heater.
9. The device is intended for home use only.
10. Do not cover the radiator with anything such as clothing, towels etc.
11. **Before installing or removing the Electric Radiator** make sure it is fully isolated from the mains power supply.
12. Regularly check the device for any damage to ensure it is safe to use. Do not open the device,any interference with the internal components will invalidate the warranty.
13. The electric radiator must be electrically isolated from the mains power supply during any maintenance.
14. The provided fixings are for masonry walls only, if installing on any other surface please check that it will safely support the product and purchase suitable fixings.
15. We update our product information and instructions regularly: for the latest product information and instructions please look up your product by using search bar on the website www.victorianplumbing.co.uk

Tools required for installation (not supplied):

****Ensure the appropriate PPE is used during installation****



Electrical Tape

Drill

Spirit level

Screwdriver

Pencil

Gloves

Technical Information:

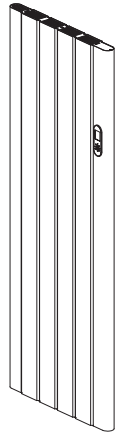
Frequency	50~60Hz			
Voltage	220~240V			
Power		**1000W**	**1500W**	**2000W**
	Vertical	UEV001, UEV004, UEV007, UEV010, UEV013,UEV016	UEV002, UEV005, UEV008, UEV011, UEV014, UEV017,	UEV003, UEV006, UEV009, UEV012, UEV015, UEV018,
	Horizontal	UEH001, UEH004, UEH007, UEH010, UEH013, UEH016	UEH002, UEH005, UEH008, UEH011, UEH014, UEH017	UEH003, UEH006, UEH009, UEH012, UEH015, UEH018
	Refer to your chosen radiator.			

Operating Temperature Range	-10~40°C
Setting Temperature	7~30°C
IP Rating	IP24
Appliance Rating	Class 1
System Mode	Comfort Mode, Economy Mode, Weekly Program, Antifreeze Mode, Boost Mode, LST Mode, Holiday Mode, Window Operating Function

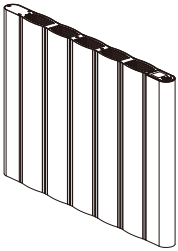
Electric Radiators:

Note: The installation instructions show diagrams for "AF28-T - DV11"; however the installation steps apply to both vertical and horizontal radiators.

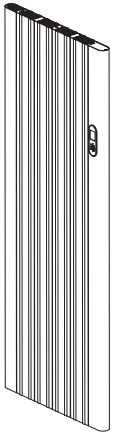
Diagrams are for illustrations purposes only. Your electric radiator may superficially differ from the drawings, however the installation steps still apply.



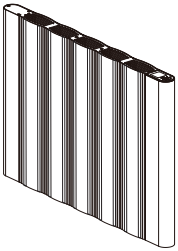
AF28-T - DV11



AF32-T - DH3



AF28-T - DV3

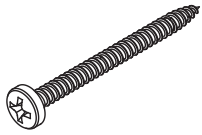


AF32-T - DH2

Child Safety Notices

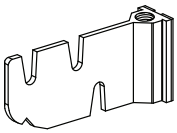
Please note that you are 100% legally responsible for your own child's safety at home. Once installed, the radiator can become a hazard for children as this radiator is not designed to support unreasonable extra weight, such as that of a child and the radiator becomes hot during use. We must stress that you should not allow children to climb/grab/play with the radiator or rails, as this can cause accident or injury for the child from heat, falling, or the radiator being pulled off the wall.

Fitting List: **Please check you have all the items below**

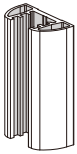


Wall Screw x8

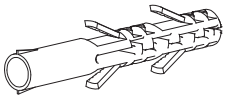
Bracket Screw x4



Bracket Hook x4



Bracket Mount x4



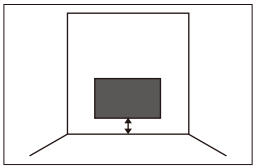
Rawl Plug x8

⚠ WARNING ⚠

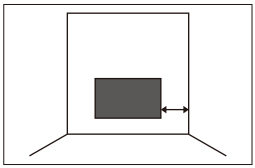
CHOKING HAZARD
CONTAINS SMALL PARTS

KEEP AWAY FROM CHILDREN AND PETS

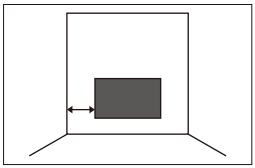
Radiator Placement:



1. Install the radiator at least 20cm from the floor



2. The minimum distance from the wall on the right must be at least 30cm

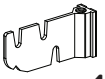


3. The minimum distance from the wall on the left must be at least 10cm

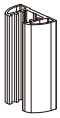
Step 1:

Assemble the ‘Bracket Hooks’ to the ‘Bracket Mount’ and secure into place using the ‘Bracket Screws’ provided. Mount the ‘Fixing Brackets’ to the back of the radiator. As shown in the below diagram.

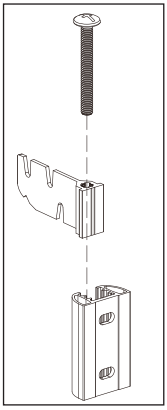
x4

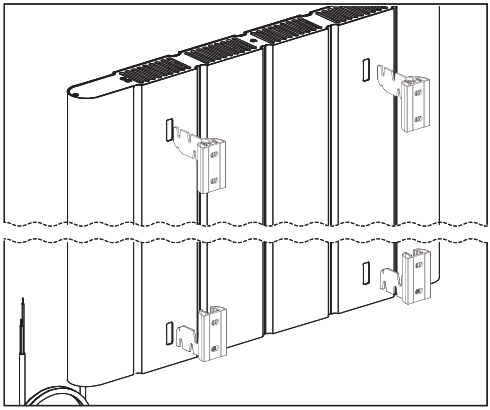


x4



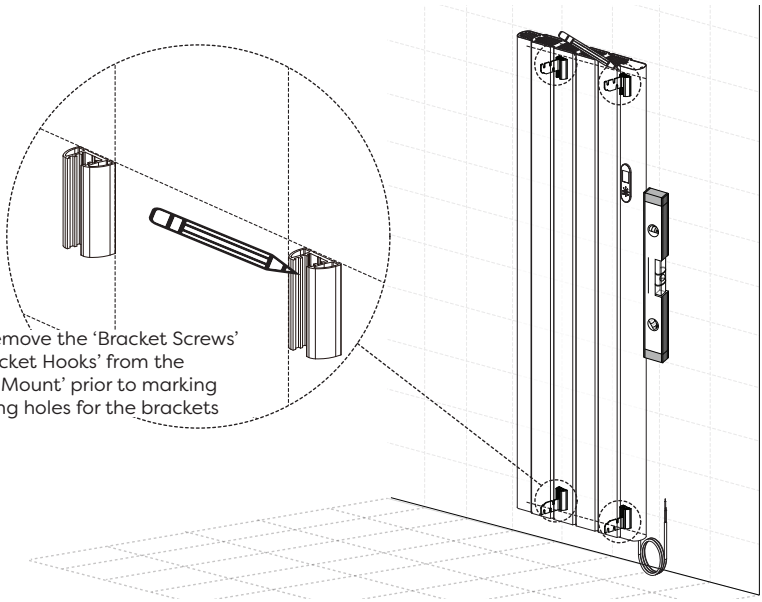
x4





Step 2:

Position the radiator on your chosen wall and using a spirit level check that the radiator is level both vertically and horizontally. Using a pencil, mark the top & bottom 'Support Brackets' ready for drilling & securing.

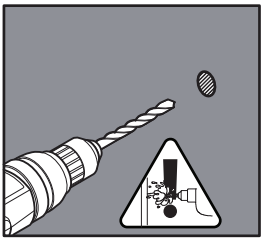


Note: Remove the 'Bracket Screws' and 'Bracket Hooks' from the 'Bracket Mount' prior to marking the drilling holes for the brackets

Step 3:

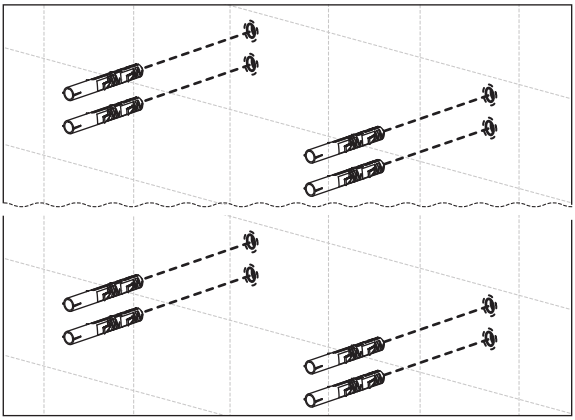
Place the radiator to one side. Carefully drill the holes in the wall, ensuring the correct sized masonry bit is used and insert the 'Rawl Plugs'.

Note: For false or studded walls, different fixings can be purchased from your local DIY store. Ensure the fixings you choose are suitable for the type of wall structure to which you are hanging the radiator.



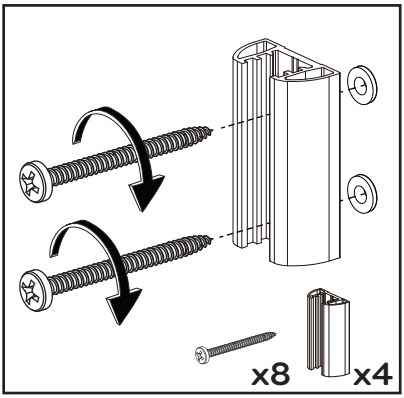
Warning:
Check the chosen wall space for any pipes/cables prior to drilling!

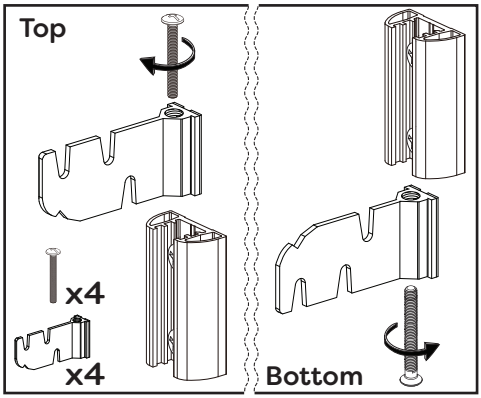
x8



Step 4:

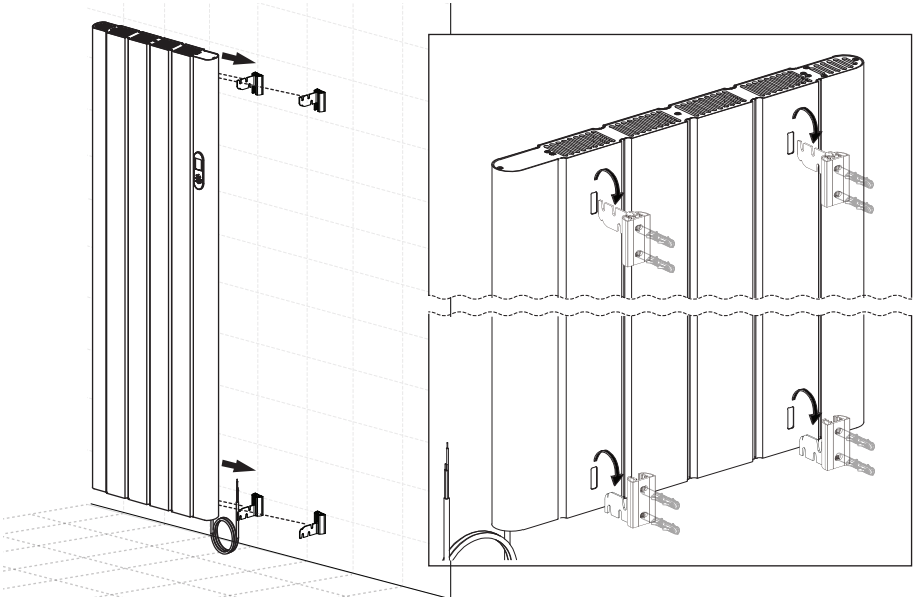
Insert the ‘Wall Screws’ though the holes in the ‘Bracket Mount’ and secure the ‘Bracket Mount’ to the wall by screwing into the ‘Rawl plugs’, repeat this task for all brackets. Using a spirit level re-check to ensure the brackets are level. Assemble the ‘Bracket Hooks’ to the ‘Bracket Mount’ and secure into place using the ‘Bracket Screws’ provided.





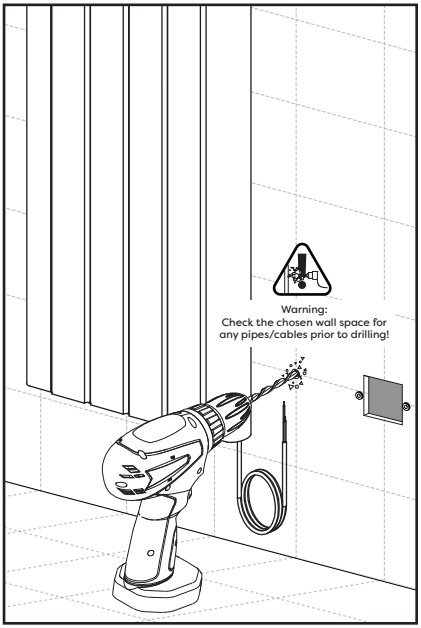
Step 5:

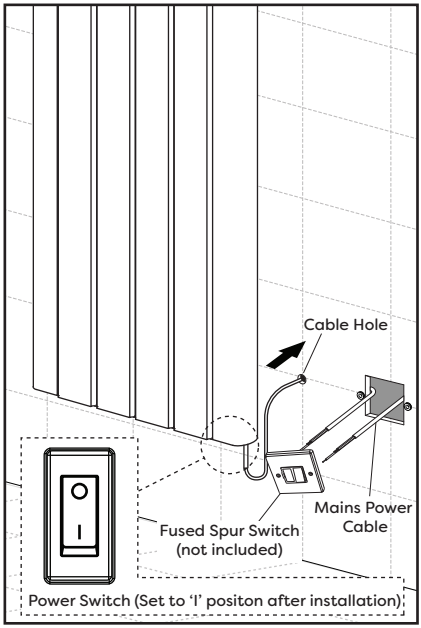
Carefully mount the radiator onto the brackets, ensuring that the radiator sits fully on the brackets. Check that the radiator is level using a spirit level. Tighten the ‘Bracket Screws’ to secure the radiator into place.



Step 6:

Prepare the wall ready for the electrical connection by carefully drilling a hole in the wall using an appropriate sized drill bit, then feed the power cable through the hole to the fused spur switch.

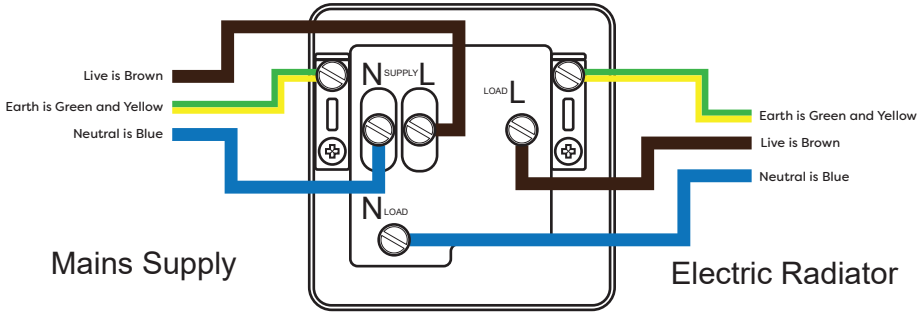




Electrical Connection:

WARNING: Before you begin, ensure the mains power supply is switched off prior to connection!

Connect the electric radiator and mains supply to a fused spur switch according to the wiring diagram. Ensure that there are no exposed wires upon completed installation.



Diagrams are for illustration purposes only. Your switch may superficially differ from this drawing. Refer to the instructions of your chosen switch for guidance if needed

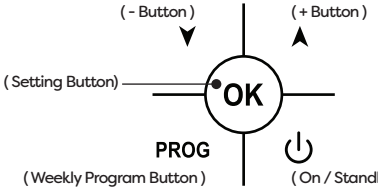
Operation:

1.

1. Vertical display (located at the front of the vertical radiators)
2. Horizontal display (located at the top of the horizontal radiators)

2.

Button Functions:



Display Icon Description:

Wireless Icon
(Flashes When Not Connected)

88.8 °C Temperature Display

ROOM Room/Live Temperature

SET Setting Temperature

Heating State

Comfort Mode

Economy Mode

PROG Weekly Program

Antifreeze Mode

Boost Mode

LST Mode

Holiday Mode

Open Window~
Detection Function

88:88 Date & Time Display

Child Lock

1234567 Week Display

0h 2 4 6 8 10 12 14 16 18 20 22 24 Daily Running Time Setting

Powering On For The First Time:

Fig. 1

Note: Before you begin, ensure all the wires are connected and the power supply is turned on.

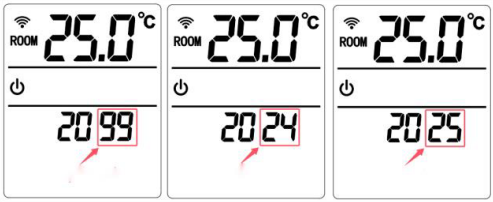
Press the ⏻ button, the display will show the time and week. When the radiator is powered on for the first time, the display will show as Monday 12:00 (as shown in **Fig.1**)

Date & Time Adjustment:

Note: The device time is automatically synchronized to the local time zone if connected to the network.

Year adjustment: In the standby state, press and hold the **OK** button for 3 seconds, short press the ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The adjustment range is 2024~2099 (as shown in **Fig.2**)

Fig. 2



When it shows 2024, short press ▲ to jump to 2025 or ▼ to jump to 2099.

Month Adjustment: Short press the **OK** button, the month time will flash. Short press the ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The adjustment range is 1~12 (as shown in **Fig. 3**).

Date Adjustment: Short press the **OK** button again, the date time will flash. Short press the ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The adjustment range is 1~31 (as shown in **Fig. 4**).

Fig. 3

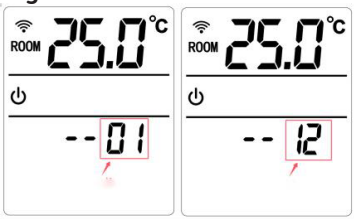
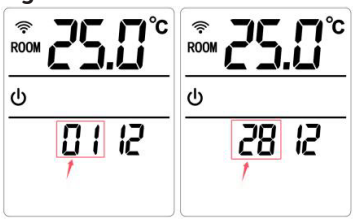


Fig. 4



Hour Adjustment: Short press the **OK** button again, the hour time will flash. Short press the ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The adjustment range is 0~23 (as shown in **Fig. 5**).

Minute Adjustment: Short press the **OK** button again, the minute time will flash. Short press the ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The adjustment range is 0~59 (as shown in **Fig. 6**).

Fig. 5

Fig. 6

Week Adjustment: Short press the OK button again, the week time will flash. Short press the ▲ or ▼ to adjust by one; you can do a recyclable setting. The adjustment range is 1~7 (as shown in **Fig.7**).

Fig. 7

Mode Settings:

Mode Switch: Short press the ⏻ button, to display the last working model; short press the OK button to switch modes. The default order is: **Comfort Mode → Economy Mode → Antifreeze Mode → Boost Mode → LST Mode → Holiday Mode →** repeat cycle. Remember the current operating mode and settings.

Note: when pressing the ⏻ button to shut down or to power on, both states will be at the last running mode. In any mode, short press the PROG button to directly start the Weekly Program.

Heating State ♨ **:** When the radiator is heating, the Heating State icon will display. When the radiator is no longer heating, the icon will not display.

Comfort Mode ☼ **:** The adjustable range is 7~30°C, the default temperature is 19°C for the first time. The subsequent temperature will be the set to the previous temperature set last time (as shown in **Fig.8**). Short press ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. When the setting is complete temperature displays the indoor temperature (as shown in **Fig.9**).

Fig. 8

Fig. 9

Fig. 10

Fig. 11

Economy Mode ☽ **:** The default temperature is 19°C, the adjustable range is 7~30°C (as shown in **Fig.10**). Short press ▲ or ▼ to adjust by one; hold the button down to accelerate the numbers. The economy temperature cannot be higher than the comfort setting. When the setting is complete temperature displays the indoor temperature (as shown in **Fig.11**).

Antifreeze Mode ❄ **:** In Antifreeze Mode, the temperature is fixed at 7°C and cannot be adjusted. When the ambient temperature probe detects that the room temperature is below 7°C, the radiator will start to work. The radiator will stop heating when the room temperature rises to 7°C, this will avoid any frost risk (as shown in **Fig.12**). It is recommended using this mode when there are no people at home for a long period of time (e.g. holidays).

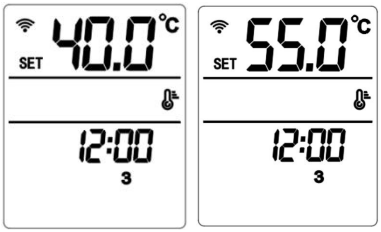
Fig. 12

Boost Mode : In Boost Mode, the radiator heats to 35°C as the setting temperature. The adjustment range is 0:15-24h with 15 minutes as a step (the initial default is 15min), after modification, the radiator will remember the current setting time. Short press ▲ or ▼ to add or subtract the time (as shown in **Fig.13**)

When the countdown ends, it will exit Boost Mode and return to Standby Mode.

Fig. 13

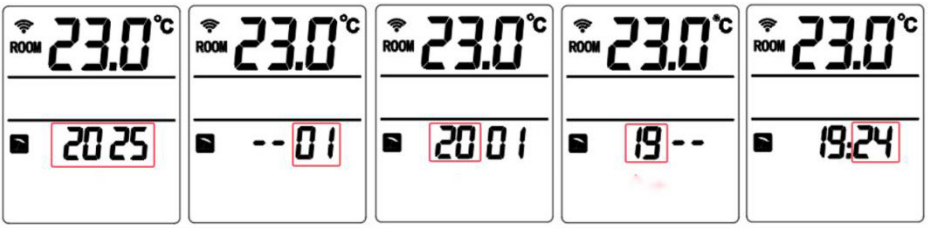
Fig. 14



LST Mode : In LST Mode the temperature range is 40~55°C with 5°C increment steps (40/45/50/55°C). LST (Low Surface Temperature) mode refers to the temperature of the radiator surface, it is designed to be touched safely without the risk of scalding. The LCD shows the setting temperature (as shown in **Fig.14**).

Holiday Mode : When in Holiday Mode the icon will display on the screen. Press and hold the OK button (this will take you to the "**Date & Time Adjustment**" settings), then short press the ▲ or ▼ button to set the end date of Holiday Mode. Short press the OK button to confirm the setting of the end date (as shown in **Fig. 15**)

Fig. 15



Short press the ▲ or ▼ button to set the required temperature. The temperature range is 7~15°C with 0.5°C increment steps. After setting the temperature leave for 3 seconds, the radiator will start to run on Holiday Mode; when the Holiday Mode ends, the radiator will return to Standby Mode (as shown in **Fig.16**).

Fig. 16

Note: After setting the Holiday Mode then switching to other modes, when cycling back to the Holiday Mode; the setting time and temperature will remember their previous data settings, resetting is not required.

Weekly Program Settings:

Fig. 17

When powered on for the first time, the default time is 12:00 on Monday, running on Economy Mode (as shown in **Fig.17**).

The icons at the bottom of the LCD screen is a time track, each small square represents 1 hour. The initial default setting is that it runs on Economy Mode from 0:00 to 04:59, then it runs on Comfort Mode from 5:00 to 23:59 everyday

The ▮ icon represents this period runs on Comfort Mode.

The ▯ icon represents this period runs on Economy Mode.

The operation of checking every hour of everyday of the week: in the running state, press and hold the **PROG** button for 3 seconds to enter the setting interface of week 1-7 (the default setting starts from Monday = 1). Short press ▲ or ▼ to switch the week at will.

Selecting The Day: Once the day has been chosen, press and hold the **PROG** button for 3 seconds to enter the time track bar.

Short press the ▲ button to set the hour into 'Comfort Mode' or press the ▼ button to set the hour into 'Economy Mode'. After setting the mode, the Icon automatically jumps to the next hour; recycling back to hour 0 after setting hour 23 (as shown in **Fig 18**).

Once the settings are made, short press the **OK** button to confirm and return to 'Selecting The Day'. Repeat this task for the rest of the numbers (1-7). After day 7 short press **OK** ,this will automatically exit the setting interface.

Fig. 18

Note: while in the setting interface, if there is no operation for more than 15 seconds, the interface will automatically exit. While in any setting short press the ⏻ button to save the device date and shut down the radiator.

After the above settings are completed, the radiator will start to operate after 3 seconds of no input with an audible "beep" sound.

Child Lock Settings:

Fig. 19

While in Standby and Working mode, press and hold both ▲ and ▼ at the same time to enable the Child Lock function (as shown in **Fig.19**). Repeat this process to unlock the Child Lock

Note: While in the Child Lock state, the other buttons cannot be operated in any mode.

Open Window Detection Settings:

Fig. 20

While in the Heating State, if the ambient temperature suddenly drops by 5°C within 5 minutes, the radiator enters the Open Window Detection Function. The radiator enters a fixed temperature 10°C mode (as shown in **Fig.20**)

After heating for 1 hour, the radiator will return to the prior working mode. If the temperature drops 5°C again within 5 minutes, then the radiator will enter the fixed temperature 10°C mode for 1 hour again.

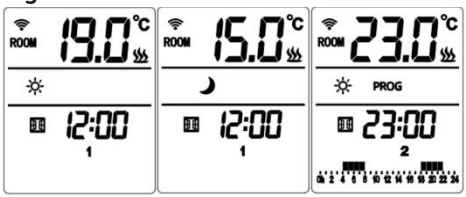
While in Standby Mode, press and hold the ▼ button for 3 seconds to enter the Open Window Detection Settings. There are 3 options: "OF", "60" and "90" (the default is "OF"). Short press the ▲ or ▼ to switch between these options (as shown in **Fig.21**)

Fig. 21

- Setting "OF" means that the function is not enabled.
- Setting "60" and means that the window mode is enabled and will heat for 1 hour when active.
- Setting "90" means that the window mode is enabled and will heat for 1 hour and 30 minutes when active.

Note: This function will only be started in the Working Mode, not in the Standby Mode (as shown in **Fig 22**)

Fig. 22



Ambient Temperature Compensation:

While in Standby Mode, press and hold the ▲ button for 3 seconds to enter the Ambient Temperature Compensation tc settings. Short press the ▲ or ▼ to add or subtract the temperature, adjustment range is -8°C~8°C with 1°C increments. The factory default setting is -2°C (as shown in **Fig.23**)

Fig. 23

When the user sets the Comfort Temperature as 25°C; once the ambient temperature around the radiator is at 23°C, the radiator will stop operating.

At this time, you can adjust the Compensation Setting (e.g. setting the Temperature Compensation to -4°C).

Power Failure Memory Function:

In case of a sudden power failure, the Working State is locked at the moment of power failure. The setting state before power failure will be automatically restored after the power has returned. Other settings do not need to be reset except for the time.

Restore Factory Settings:

Press and hold the ⏻ button for 5 seconds, it will enter a Shut Down State, then short press the ⏻ button to power on. The display for the Comfort Temperature is 19°C, Economy Temperature 15°C. The Time will display “12:00”, with the Weekly Display as “1”. The Window Opening Function displays as “OF” and the Ambient Temperature Compensation displays “-2”.

Using The App:

Downloading the app (See the back page for the QR codes): Connect your smart device (smart phone or tablet etc.) to the internet. Download and install the “Tuya Smart” or “Smart life” app from the android or IOS app store. Follow the instructions in the app to create an account number.

Fig. 24

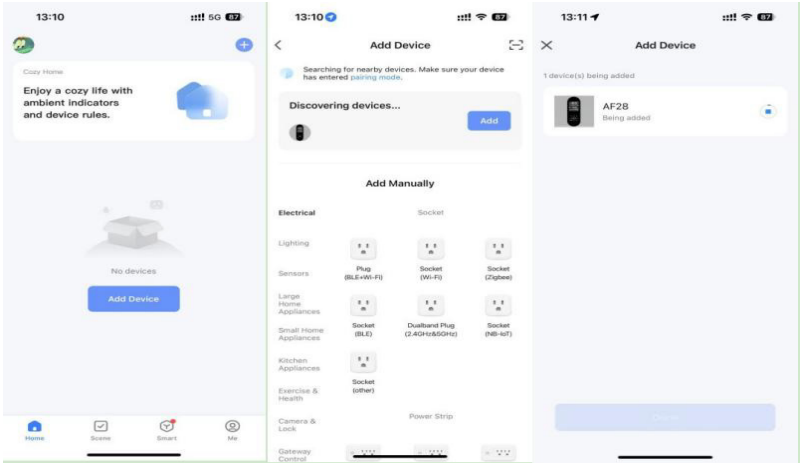
Connecting the device: Ensure the smart device is connected to the WiFi (the device only supports 2.4G WiFi) and that the bluetooth is on.

The thermostat supports automatic discovery of nearby devices before it is connected to the internet. Once you open the homepage of your chosen app, it will automatically search for the thermostat that needs to be paired. If the app does not automatically find the thermostat or it needs to be connected to the internet again for pairing operation: press and hold the ⏻ button for 5 seconds in Comfort Mode State, the device will enter the state to be allocated to the network, the device will start the countdown from 99 seconds (as shown in **Fig.24**).

Note: These instructions references the menus from the “Tuya Smart” app. Please refer to the instructions of your chosen app.

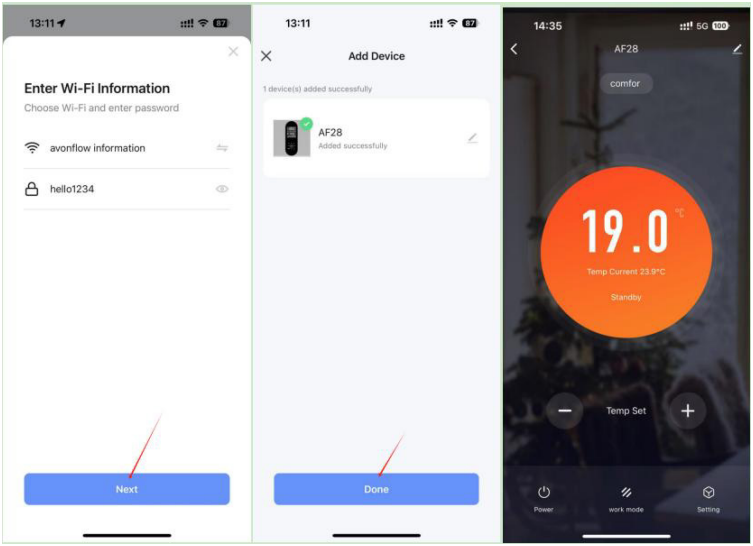
Open the smart app, “Add Device” ➜ “Automatically Discover Device” ➜ “Click And Add” (as shown in **Fig.25**)

Fig. 25



Input the connected “WiFi password” and click “Next” ➜ “Add Completed” ➜ “APP control page” (as shown in **Fig.26**)

Fig. 26



If connected to the network successfully, the LCD screen will display “PASS” (as shown in **Fig.27**). If the connection is unsuccessful, the LCD screen will display “FAIL” (as shown in **Fig.28**). After 3 seconds, the screen will turn off and enter the Shut Down State.

Note: If connected to the internet the icon on the screen will always be displayed in both the Shut Down and Working State. In case of unsuccessful connection the icon on the screen flashes no matter the state.

Fig. 27

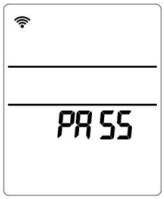
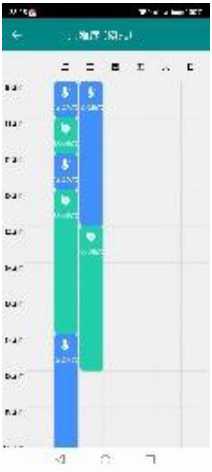


Fig. 28



Setting Weekly Program In App: You can switch to the Weekly Program from the thermostat to the app of your smart device.

When it is in the Weekly Program State, the radiator is heated at the setting temperature of Comfort Mode and Economy Mode. A 24 hour timing heating period can be set in the app.

After switching to the Weekly Timing Mode in the app, the device will run according to the default setting. You can modify this in the “Weekly Program Setting” (as shown in **Fig.29**).

If you want to set the corresponding time period, you can tap the corresponding time period to change the colour. The (**Green bar)** indicates that the time period is running in Comfort Mode, while the (**Blue bar**) indicates that the time period is running in Economy Mode.

Fault Codes:

CODE NO.	SYSTEM BEHAVIOUR	SHOWN AS
ER1	Open or short circuit of ambient temperature sensor.	
ER2	Open or short circuit of frame temperature sensor.	

Scan QR Code For App:

	Android	IOS
Tuya		
smartlife		

Aftercare:

Always clean the surface of radiator to keep it bright. **Attention:** please do not use inappropriate tools such as sharp brushes, rough sponges, scouring pads or corrosive detergent to clean the towel heater. Please clean the radiator by damp cloth and soapy water after each time of usage. Then rinse the soap out and dry with a soft cotton cloth.

Product Disposal:

This product should not be disposed as general waste, but should be brought to the appropriate collection point for recycling of electric and electronic devices.

Information on the appropriate point for used devices can be provided by your local authority, product distributor or from where the product was purchased.

Packaging Recycling

Please recycle the packaging in accordance with your local government regulations on waste handling.

Packaging - Cardboard, plastic

www.victorianplumbing.co.uk