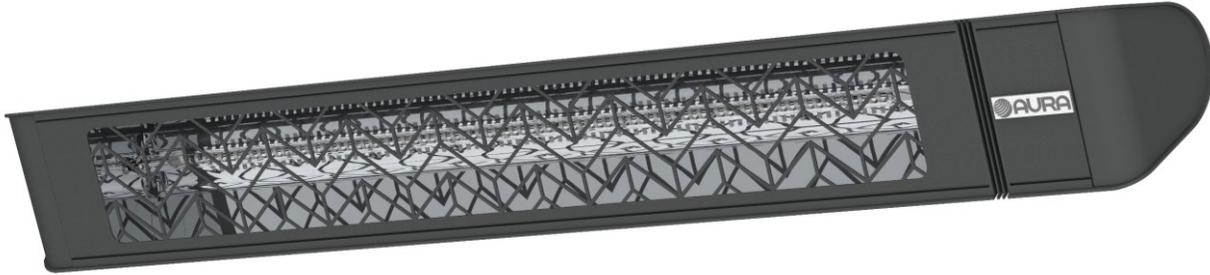


# INSTALLATION, OPERATION AND MAINTENANCE MANUAL

## Aura DÉCOR Series Infrared electric heater



MODELS	VOLTAGE	TOTAL POWER (W)	CURRENT (AMPS)
AD30240 (B / W /SS)	240 /208	3000/2250	12.5 / 10.8
ADGLASS30240 (B / W)	240 /208	3000/2250	12.5 / 10.8
AD15120 (B / W/ SS)	120	1500	12.5
ADGLASS15120 (B / W)	120	1500	12.5



### FIRE/EXPLOSION HAZARD WARNING

NOT FOR USE IN HAZARDOUS OR EXPLOSIVE ATMOSPHERES



During operation, always ensure combustible materials are kept at a safe distance from the heater body and from the emitted radiant energy. This heater is not intended for use in hazardous areas where flammable vapours, gases, liquids or other combustibles are present. Failure to do so can result in personal injury/or property damage.

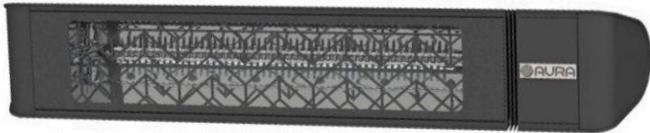
**FOR OUTDOOR RESIDENTIAL AND INDOOR OR OUTDOOR COMMERCIAL USE**

INFOSIGHT CONSUMER PRODUCTS INC. \* 125 TRADERS BLVD #4 \* MISSISSAUGA, ONTARIO \* 905-568-7655

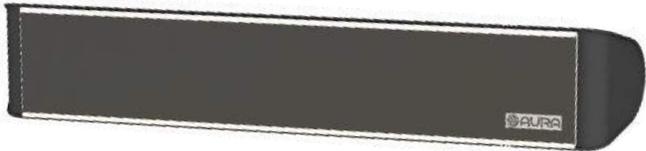
***This Product manual covers:***

**Heaters rated 120V, 1500W**

AD15120



ADGLASS15120



**Heaters rated 240-208V, 3000W (2250W at 208V)**

AD30240



ADGLASS30240



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### WARNINGS



**THIS ELECTRIC APPLIANCE PRODUCES INFRARED HEAT, FAILURE TO FOLLOW WARNINGS AND INSTRUCTIONS CAN CAUSE FIRE, ELECTRIC SHOCK, OR INJURY.**



**Heater must be installed by a certified electrician and installation must adhere to all local, state and national electric codes.**



### READ AND SAVE THESE INSTRUCTIONS

Please read this owner's manual carefully before using the unit and keep this manual for future reference.  
USE THIS HEATER ONLY AS DESCRIBED IN THIS MANUAL. ANY OTHER USE NOT RECOMMENDED BY THE MANUFACTURER MAY CAUSE FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS.

**Notice:** Changes or modifications not approved by the party responsible for compliance will void the user's authority to operate the equipment.

# IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following outlined in section 1 – SAFETY. **Read all instructions before installing or using this heater. This heater must be used strictly according to these instructions.**

## 1 - SAFETY



### WARNINGS



#### WARNING: FIRE OR EXPLOSTION HAZARD

- Failure to precisely follow safety warnings could result in serious injury or property damage.
- This heater has hot surfaces and arcing or sparking parts inside. Do not use the heater in areas where gasoline, paint or flammable vapors or liquids are used or stored.
- This heater is not to be installed or used in an area containing hazardous or flammable materials including but not limited to rags, fabrics, spray or aerosol cans, cleaning compounds, plastic containers, paper products, organic dusts, straw/hay, gasoline, kerosene, lighter fluid, etc.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Do not allow combustible materials contact the heater due to wind or other environmental factors.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- Do not cover the heater in any manner, do not hang clothing on or near the heater.
- **Caution!** Do not use the heater together with another appliance connected to the same supply line or connected to the same breaker.
- This heater must be properly grounded.
- The power cord must not be left on or around the heater body.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, curtains, etc. at least 6 feet (1.8m) from the front of the heater and keep them away from the sides and rear.

#### WARNING: PERSONAL INJURY HAZARD - OPERATION

- **Caution! Risk of scald injury!** This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Never leave the heater unattended while it is operating.
- Do not use the heater without the aluminium grille in place.
- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by an electrician before reusing.
- Do not use the heater to light cigarettes or similar materials.
- Do not insert objects in heater openings. Electrical shock could result.
- To disconnect heater, turn controls to off, and turn off power to the heater circuit at the main disconnect panel.

### WARNING: PERSONAL INJURY HAZARD - CLEANING AND MAINTENANCE

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- To avoid property damage, personal injury or death due to electrical shock DO NOT service the unit without turning the unit OFF and disconnecting the heater from the main power supply.
- Before cleaning the unit or replacing the emitter, turn off the main power. Make sure the heater and/or the emitter is cool before handling.
- Service must be performed only by a qualified service technician.

### WARNING: INSTALLATION

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- **This product must be installed by a certified electrician and must adhere to all local, state and national electric codes (NEC).**
- **This product is not suitable for indoor residential use. (Indoor commercial installation is acceptable)**
- Check if the voltage indicated on the nameplate of the appliance corresponds to the local mains voltage before connecting the appliance.
- Remove all packaging materials, including emitter anti vibration inserts prior to using the heater.
- Do not direct the radiant part of the heater towards the ceiling.
- Specified minimum clearances from front, sides, bottom and back of unit must be met. Failure to meet clearance minimums can result in fire.
- Heater is not for use in bathrooms, laundry areas or other locations where unit could fall into water.
- Do not use the heater if it has been dropped or damaged in any way. Ensure the emitter is not cracked or chipped visually. Contact an authorized Aura dealer for support.
- Do not install this product directly below a receptacle or wall socket outlet.
- Do not use the heater if the power cord is damaged. Contact an authorized servicer or qualified electrician to replace the cord prior to use.
- Unplug the appliance when it is not in use for long periods of time, or for cleaning and maintenance.
- **Heater is not to be recessed!**
- The heater must be installed at level on a flat, stable surface, rigid enough to safely withstand the weight of the heater and the heater must not be covered by any flexible material, such as carpets, plastic or fabric.

SAVE THESE INSTRUCTIONS

## 2 - INSTALLATION INSTRUCTIONS

Heater installation must be carried out by qualified personnel in compliance with local National Codes (NEC) as well as any other applicable standards. Failure to comply with applicable requirements could result in personal injury and/or property damage. Wiring procedures and connections shall be made in accordance with national and local electrical codes having jurisdiction.

AURA infrared heaters produce radiant heat that warms people and objects, rather than the air around them. The heater can be wall or ceiling mounted and includes brackets which allow the user to direct the infrared heat where desired.

To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.

### 2.1 MINIMUM INSTALLATION CLEARANCES



**DANGER FIRE HAZARD**

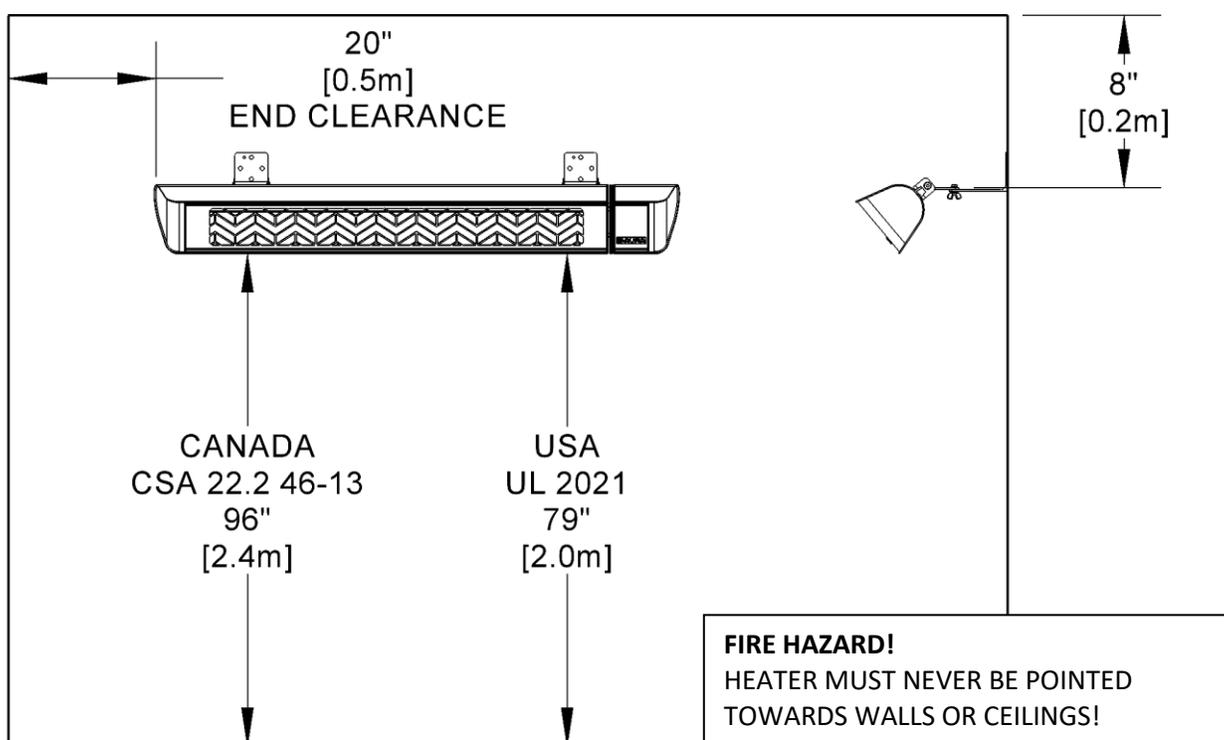


The minimum clearances indicated on the nameplate and in the user manual must be observed at the time of installation. Allow at least 6' (1.8 m) between all sides of the heater to flammable objects.

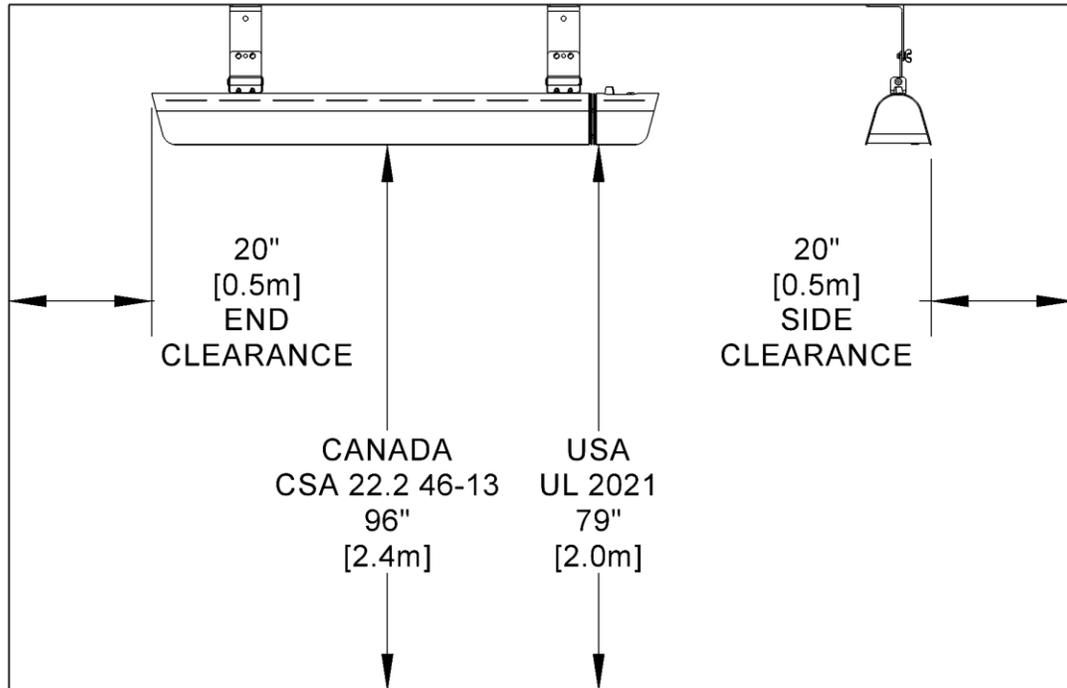
CAUTION: High temperatures are present, risk of fire! Keep electrical cords, drapery, furnishings and other combustibles at least 6' (1.8 m) from the front of the heater and away from the sides and rear.

### 2.2 CLEARANCES FOR ALL UNITS

#### WALL MOUNTED



## CEILING MOUNTED



### 2.3 ELECTRICAL INSTALLATION

#### Safety Precautions

1. Each power supply circuit must be properly grounded.
2. Use a certified ground fault protection device for wet environment installations.
3. Use a proper electrical connection box.
4. Supply voltage and frequency must correspond to the electrical rating indicated on unit's information plate 3000W heaters must be used on 208 or 240V.
5. 3000W heaters are supplied with a grounding plug and must be installed per NEC/ local electrical code
6. 1500W heaters must be used on 120V
7. 1500W heaters are supplied with a grounding plug and must be installed per NEC/ local electrical codes

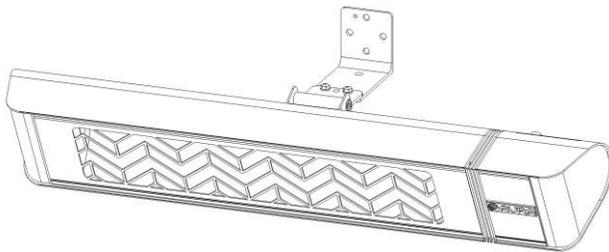
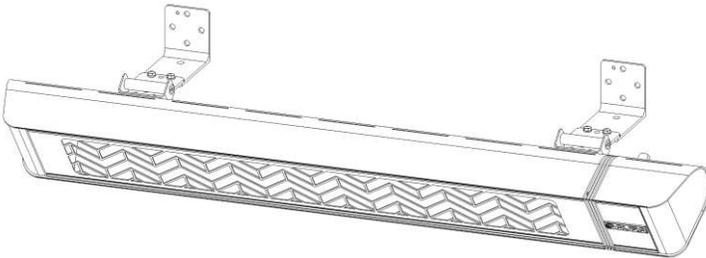
## 2.4 WALL-MOUNTED INSTALLATION

**THE HEATERS MUST BE INSTALLED WITH THE MOUNTING BRACKETS PROVIDED IN THE BOX.**

1. Take the heater out of the box and remove all protective foam inserts and packaging.
2. Select the installation location on the wall by identifying the studs or structural beams that will allow the heater to be securely attached.

**WARNING: Ensure minimum clearances outlined in section 2.2 are met.**

3. Securely fasten the L-shaped brackets to the mounting surface using both fixing holes in the short part of the bracket. Brackets should be attached as shown below. 1500W heaters are installed with a single center bracket. 3000W heaters must be installed using two brackets.



The bracket should be installed with the bracket mounting holes facing upwards.

**NOTE:** Wall bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit and taking into consideration any wind load conditions.

**CAUTION: If there is any question regarding security of the bolts and fixtures, contact a professional contractor.**

4. Mount the heater to the brackets with the terminal box at the right side of the heater.
5. Adjust the heater to the desired directional angle, then fix in this position by tightening the fixing bolts on the brackets at the back of the heater.
6. Secure the electrical supply cable so it does not contact the heater body or obstruct the air vents. Follow local and national electrical code requirements. from the mounting wall

## 2.5 CEILING MOUNTED INSTALLATION



### WARNING

Heater should be hung using rigid mounting brackets, the unit must not be able to swing in any direction under applied load from wind or persons. It is highly recommended that users install the heater with the ceiling mounting hardware provided.

**HEATER POSITION MUST MAINTAIN A MINIMUM CEILING CLEARANCE OF 0.2m (8")**

1. Select the installation location on the ceiling by identifying the studs or structural beams that will allow the heater to be securely attached.  
**NOTE:** ceiling bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit and take into consideration any wind load conditions.
2. Attach the unit to the ceiling using the mounting brackets provided and user selected bolts.
3. The heater can be hung vertically or pointed at a maximum angle of 70° from vertical. **DO NOT point the heater at the wall or ceiling!**
4. Secure the electrical supply cable so it does not contact with the heater body or cover the heater air vents.

**NOTICE: NEVER direct the infrared heat produced by the appliance at an adjacent wall.**

## 2.6 ADJUSTING DIRECTIONAL POSITIONING



### WARNING

Never attempt to move or adjust the heater angle while it is running. Personal injury could result.

1. Turn off the heaters electrical supply line from the main power supply.
2. Allow the heater to cool before adjusting the angle.
3. Loosen the fixing bolts on the brackets at the back of the heater; adjust the heater as desired, then re-tighten the fixing bolts.

**Notice :** The unit produces radiant heat that warms people and objects rather than the air around them. Install the heater at an angle which points the reflector at the target space. Do not point the heater at windows or vacant spaces, as the heat will not be delivered to the occupants.



INCORRECT



CORRECT

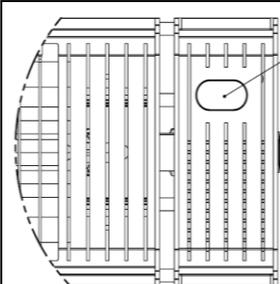
## 3 - OPERATING INSTRUCTIONS

**Caution! The heater must be properly installed before it is used.**

### 3.1 REMOTE CONTROL

The remote control must be pointed in the direction of the receiver on the heater junction box. (located on the right side of the heater). The remote must be in line of sight of the heat level indicator when the user intends to adjust the power level. The remote must be used within a maximum distance of 6 m.

In remote mode the heater has 6 power levels. The power level can be selected with the remote. The selected power level is displayed on the screen on front of the heater. The remote mode only works with the remote control supplied with the product. L0 represents standby while L6 represents the maximum heating level.

 <p>POWER LEVEL DISPLAY</p>	<i>Display</i>	<i>Description</i>	<i>Power setting</i>
	L1	Heating level 1	33%
	L2	Heating level 2	50%
	L3	Heating level 3	66%
	L4	Heating level 4	80%
	L5	Heating level 5	88%
	L6	Heating level 6	100%
L0	Standby	0%	

#### 3.1.1 OPERATION OF THE REMOTE CONTROL

	Symbol	Description
	^	Up one heating level
	<b>MAX</b>	The heater goes directly to the highest heating level (short delay on start).
	v	Down one heating level.
	<b>ON</b>	To switch the heater ON: Press On.  The heater has a soft start function using only 16% of maximum power. 4 seconds after the heater has been turned on, it will automatically switch to the last heating level used. In case of the first-time use, after 4 seconds the heater will automatically switch to 100% power.
<b>OFF</b>	To switch the heater OFF: Press OFF. The heater will switch to Standby mode (the receiver indicator will light up).	

**Notice:**

1. Use 2 pieces AAA, 1.5V batteries (not included) in the remote control. Remove the batteries when not in use for an extended period of time to increase battery life.
2. Contact your local authorized Aura Dealer for remote replacement.
3. The remote-control function may not work if there is a barrier between the remote control and heater.
4. Replace the batteries as required to ensure correct remote functionality.

## 4 - MAINTENANCE



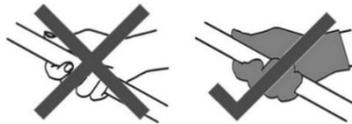
### WARNINGS



1. Allow the heater and the emitter to cool down before handling.
2. Installation and maintenance must be performed by a qualified technician.
3. Turn off the power before beginning maintenance.
4. Do not attempt to service or repair the unit while it is running.
5. Should the heater be dropped or damaged or malfunction at any time, immediately turn off the main power source and do not use it until it has been examined by an authorized service facility.

This heater must be cleaned periodically to maintain optimal performance and appearance. Heaters should be cleaned seasonally and monthly when installed in seaside environments where salt spray exists. Failure to clean the heater reflector regularly can reduce the lifespan of the emitter and PCB board. For Glass grille models, failure to clean the glass grille regularly can reduce the lifespan of the emitter and PCB board

**Notice:** Do not touch the emitter with bare hands. Wearing soft cotton gloves is highly recommended. Finger prints will burn into the carbon emitter during use and cause premature heater failure. If the emitter is anidvertently touched, or if it needs to be cleaned, carefully wipe it using rubbing alcohol or methylated spirits.



### 4.1 CLEANING

To remove dust or dirt on the reflector, follow these steps:

1. Turn the power to «OFF» and disconnect the heater from the main power supply.
2. Remove screws from the left side cover and slide the perforated front grille out of the heater body.
3. Carefully wipe the reflector with a soft, lint-free cloth. **Do not use abrasive cleaners or abrasive scrubbing brushes for cleaning!**
4. For glass grille models, carefully wipe both sides of the glass to remove any debris.
5. After cleaning, be sure to properly reinstall the heater grille.

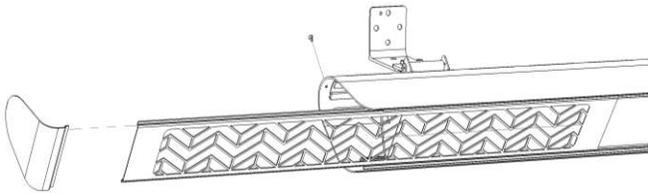
## 4.2 REPLACING THE EMITTER

Contact your distributor for the correct replacement emitter, providing the model number and rating from the rating label. Using an incorrect replacement emitter can cause the heater to fail.

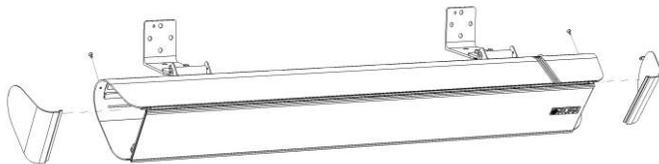
**Notice:** Read through the Emitter replacement procedure below before beginning the replacement. For easier replacement, remove the heater from the wall or ceiling.

1. **WARNING! TURN OFF THE POWER AND DISCONNECT THE HEATER FROM THE MAIN POWER SUPPLY. FAILURE TO DISCONNECT HEATER BEFORE REPLACING THE EMITTER COULD CAUSE ELECTRIC SHOCK OR DEATH!**

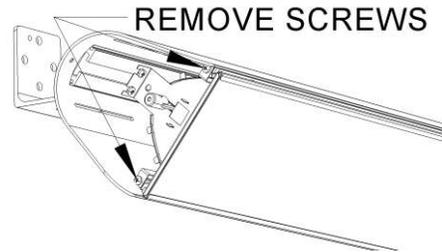
2. Turn OFF the power and disconnect from main power supply.
3. Be sure the heater and the emitter are cool: burns can result from touching hot components.
4. **For heaters with metal grilles:** Remove screw from the back left side of the heater fixture and remove the aluminum end cap. (keep these parts).



5. **For heaters with metal grilles:** Carefully slide the protective grille out of the heater body to expose the emitter and the white sealing connectors.
6. **For heaters with glass grilles:** Remove screw from the back left and right sides of the heater fixture and remove the aluminum end cap. (keep these parts).



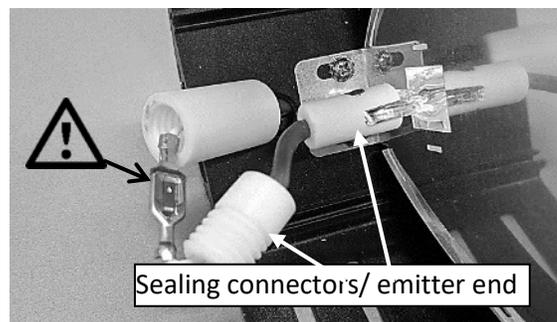
7. **For heaters with glass grilles:** Remove 4 screws holding the glass grille in place. Gently remove the glass grille and retain the screws.



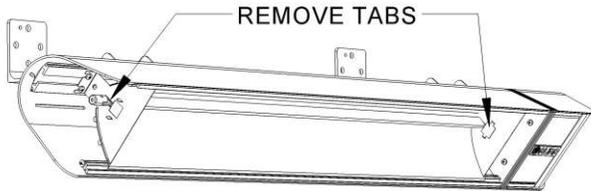
8. Carefully unscrew the protective white cap and slide the cap back cap to expose the wire/ metal connector system.



Disconnect the metal locking connectors by squeezing the metal tab.



9. Bend the metal tabs to remove the small reflector shield sheet metal parts. Hold on to these pieces. This will allow you to slide the emitter into a bigger cavity to remove it from the reflector and heater body. Properly dispose of the broken or expired emitter at your local recycling center.



10. Hold the new emitter by the ceramic ends or wear clean dry gloves to prevent accidental contact with

the emitter surface. Fingerprints on the emitter surface can lead to surface hot spots and reduced emitter life. Position the new lamp inside the unit.

11. Insert the new emitter through the reflector openings. Insert the Reflector Shields and bend the tabs back into place. The Reflector Shields hold the emitter in the correct position during operation. It is important that they are re-installed during emitter replacement.
12. Connect the new emitter to the terminals of the heater; screw in the white plastic caps
13. Carefully replace the protective grille using the screws removed in the previous steps.

# 5 - GROUNDING INSTRUCTIONS

## 5.1 3000W MODELS FOR USE ON 240 OR 208V



### WARNING

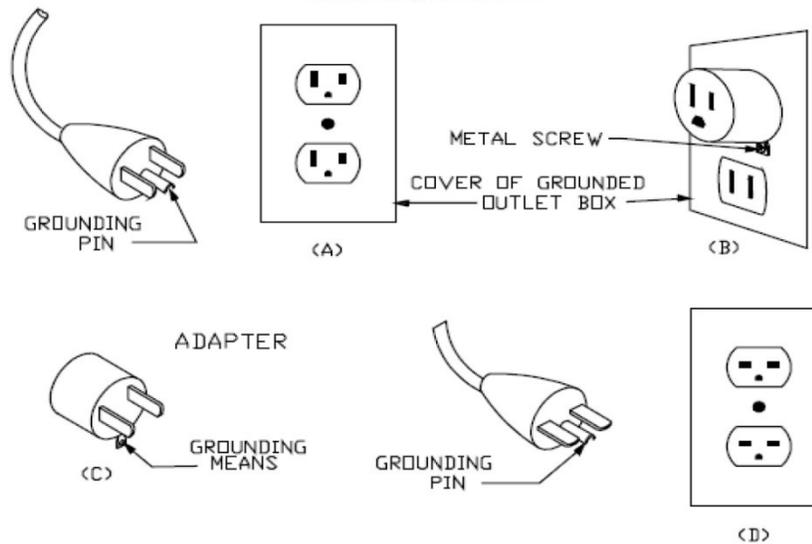
Connection to GFCI protected outlet is recommended For outdoor, exposed environments and/or as required by local, state and National Electrical Code (NEC) requirements.

**FAILURE TO USE A GFCI PROTECTED OUTLET COULD RESULT IN FIRE OR ELECTRIC SHOCK!**

This heater is for use on 240 Volts. The cord has a plug as shown in D in Figure 60.1. No adaptor is available for this for this blade configuration, and none should be used. The type of outlet is a 240 volt grounding outlet. When properly installed, it provides a ground connection through the cord to the heater to protect the operator from electric shock.

**NOTE:** This heater may be hard wired by a licenced electrician per NEC or Local codes. To hard wire, a licenced electrician may remove the plug and hard wire the heater to a properly grounded junction box.

Figure 60.1  
Grounding methods



### WARNING

Modification of the supplied cord for hardwire purpose may only be completed by CERTIFIED ELECTRICIANS, and modification must satisfy local and NEC requirements. Incorrect modifications could result in electric shock or fire!

## 5.2 1500W MODELS FOR USE ON 120V



### WARNING

Connection to GFCI protected outlet is recommended For outdoor, exposed environments and/or as required by local, state and National Electrical Code (NEC) requirements.

**FAILURE TO USE A GFCI PROTECTED OUTLET COULD RESULT IN FIRE OR ELECTRIC SHOCK!**

This heater is for use on 120-volt circuits. The cord has a plug as shown in image (A) in Figure 60.1 below. An adapter shown at C must be used to connect three-blade grounding-type plugs to two-slot receptacles. Adapters should not be used if a three-slot grounded receptacle is available. The green grounding lug extending from the plug must be connected to a permanent ground such as a properly grounded outlet box.

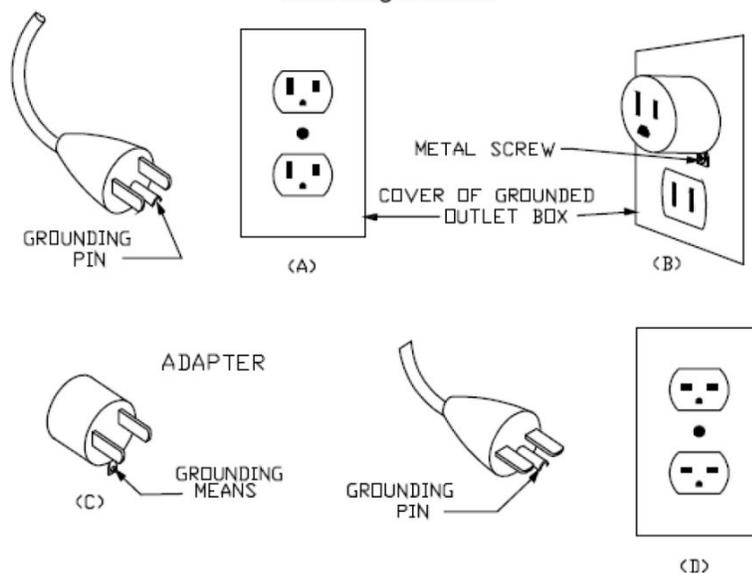
**NOTE:** This heater may be hard wired by a licenced electrician per NEC or Local codes. To hard wire, a licenced electrician may remove the plug and hard wire the heater to a properly grounded junction box.



### WARNING

Modification of the supplied cord for hardwire purpose may only be completed by CERTIFIED ELECTRICIANS, and modification must satisfy local and NEC requirements. Incorrect modifications could result in electric shock or fire!

Figure 60.1  
Grounding methods



*Due to ongoing product improvements, specifications and dimensions are subject to change and correction without notice and without incurring obligations. Determining the application and suitability for use of any product is the responsibility of the installer. Additionally, the installer is responsible for verifying dimensional data on the actual product prior to beginning any installation preparations.*

*Incentive and rebate programs have precise requirements as to product performance and certification. All products meet applicable regulations in effect on date of manufacture; however, certifications are not necessarily granted for the life of a product. Therefore, it is the responsibility of the applicant to determine whether a specific model qualifies for these incentive/rebate programs.*

Manual Revision: A2: 2022-12-30

# 6 - LIMITED EXPRESS WARRANTY

## Limited Express Warranty AURA® Infrared Heaters

### RESIDENTIAL INSTALLATION/USE:

#### LIMITED ONE (1) YEAR PARTS WARRANTY

Inforesight Consumer Products Inc. warrants all parts of the infrared heaters to be free from defects in workmanship and materials for normal residential use and maintenance for one (1) year from the date of purchase by the original consumer.

### COMMERCIAL INSTALLATION USE:

#### LIMITED ONE (1) YEAR PARTS WARRANTY, Ninety (90) DAY EMITTER (LAMP) WARRANTY

Inforesight Consumer Products Inc. warrants all parts (excluding the emitter lamp) of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase. Inforesight Consumer Products Inc. warrants the emitter lamp of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase.

The Limited Warranties described above apply only when the Infrared Heater is installed and operated per Inforesight Consumer Products Inc. installation and operating instructions for normal use.

### EXCEPTIONS

The Limited Warranty does not cover normal maintenance-Inforesight Consumer Products recommends that regular inspection/maintenance be performed according to the Installation and Operation Manual. Additionally, labor charges, diagnostic charges, transportation charges for replacement parts, replacement of the bulb, or any other service calls/repairs are not covered by this Limited Warranty. It also does not cover any portion or component of the system that is not supplied by Inforesight Consumer Products, regardless of the cause of failure of such portion or component.

### CONDITIONS FOR WARRANTY COVERAGE

Unit must be operated according to Inforesight Consumer Prod. operating instructions included with the unit and cannot have been subjected to accident, alteration, improper repair, neglect or misuse, or an act of God (such as a flood)

- Installation must be according to Inforesight Consumer Products Inc. Instructions
- Rating plate has not been altered or removed
- Unit is not operated in a corrosive environment
- Performance cannot be impaired by use of any product not authorized by Inforesight Consumer Products Inc. or by any adjustment or adaptations to components
- Damage has not been a result of inadequate wiring or voltage conditions, use during brown-out conditions, or circuit interruptions

### DURATION OF WARRANTY & REGISTRATION

The warranty begins on the date of purchase by the original consumer. The consumer must register at [info@auraheater.com](mailto:info@auraheater.com) within 90 days of purchase. The consumer must retain a receipted bill of sale as proof of warranty period. Without this proof, the express warranty begins on the date of shipment from the factory.

### REMEDY PROVIDED BY THE LIMITED EXPRESS WARRANTY

The sole remedy under the Limited Warranty is replacement of the defective part. If replacement parts are required within the

period of this warranty, Inforesight Consumer Products Inc. replacement parts shall be used; any warranty on the replacement part(s) shall not affect the applicable original unit warranty. Labor to diagnose and replace the defective part is not covered by this Limited Express Warranty. If for any reason the replacement part/product is no longer available during the warranty period, Inforesight Consumer Products Inc. shall have the right to allow a credit in the amount of the current suggested retail price of the part/product instead of providing repair or replacement.

### LIMITATION OF LIABILITY

1. There are no other express or implied warranties. Inforesight Consumer Products Inc. makes no warranty of merchantability. We do not warrant that the unit is suitable for any particular purpose or can be used in buildings or rooms of any particular size or condition except as specifically provided in this Installation and Operation document. There are no other warranties, express or implied, which extend beyond the description in this document.
2. All warranties implied by law are limited in duration to the one-year term of the Parts Warranty. Your exclusive remedy is limited to the replacement of defective parts. **We will not be liable for any consequential or incidental damages caused by any defect in this unit.**
3. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
4. No warranties are made for units sold outside the continental United States and Canada. Your distributor or final seller may provide a warranty on units sold outside these areas.
5. Inforesight Consumer Products Inc. will not be liable for damages if our performance regarding warranty resolution is delayed by events beyond our control including accident, alteration, abuse, war, government restrictions, strikes, fire, flood, or other acts of God.

### HOW TO OBTAIN WARRANTY SERVICE OR PARTS

If you have a warranty claim or service question, contact Inforesight Consumer Products Inc, at 905-568-7655. Have the model number and date of purchase available for this call. Do not return your unit to the store where it was purchased.

**Owner responsibilities are set forth in the instruction manual - read it carefully.**