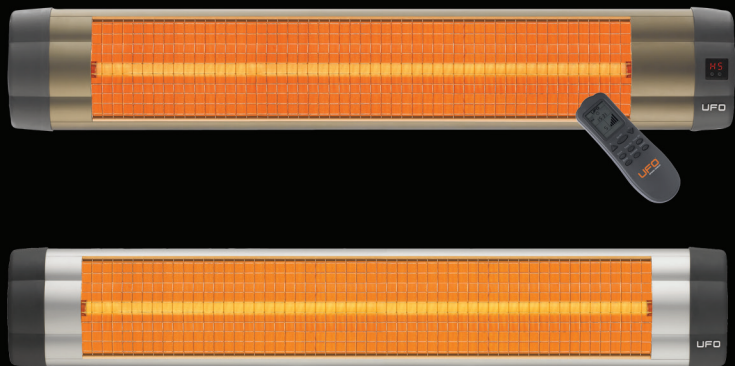


# UFO<sup>®</sup>

INFRARED TECHNOLOGY



UFO user manual

**WARNING!**

Do not use the heater in vertical position

Distinguished Customer,

You have purchased a high quality, efficient and original UFO Infrared Heater. We would like to express our gratitude to you for your appropriate choice and confidence in UFO.

This manual has been designed for our UFO Star (UFO-E) and UFO UK (UFO-R) models.

Please read this manual thoroughly in order to attain a sustainable satisfaction with your heater.

Please stick to the items in "Safety Instructions" section with strict observance. Appropriate installation, operation and maintenance are of great importance for the security of you and of those who are to benefit from the heater.

Please keep this Manual in a safe place for future reference and urgent needs.

We wish you to enjoy your new UFO Heater for better days and times...

Please read safety instructions carefully  
for the security of you, your family and your belongings  
before operating your appliance.

**UFO**<sup>®</sup>  
INFRARED TECHNOLOGY

Center: SUN Pazarlama Elk. Mak. Dan. ve Paz. Ltd. Şti.  
Akçaburgaz Mah. 72. Sok. No:17 K:2  
Esenyurt / İstanbul

Factory: UFO Işıklı Isıtma Sistemleri San. ve Tic. Ltd. Şti.  
Akçaburgaz Mah. 72. Sok. No:17  
Esenyurt / İstanbul

[www.ufoheat.com](http://www.ufoheat.com)



ISO 9001 : 2000



1. TABLE OF CONTENTS.....	1
2. SAFETY INSTRUCTIONS.....	2
2.1 Electrical Connection.....	2
2.2 Safety and fire protection.....	2
2.3 Maintenance and Cleaning Instructions.....	2
2.4 Installation Distances and Safety clearances.....	3
2.5 Repair and Service.....	3
2.6 UFO outdoor use.....	3
3. INSTALLATION INSTRUCTIONS.....	4
3.1 Installation Instructions.....	4
3.2 Minimum Installation Distance.....	5
3.3 Installation Position.....	6
3.4 Right and Wrong Installation Positions.....	6
4. APPLICATION FIELDS.....	7
5. HEATERS DIMENSIONS AND HEATING AREA.....	8
6. OPERATING INSTRUCTIONS.....	9
6.1 UFO Star (UFO-E).....	9
6.2 UFO UK (UFO-R).....	10
6.2.1 Definitions of the Buttons on the Remote Control.....	11
6.2.2 Definition and Functions of the Indicators on the Remote Control.....	12
6.2.3 Operation of the Remote Control.....	13
6.2.4 Control through the main module on the heater.....	15
7. DIFFERENCES AMONG UFO MODELS AND SPECIFICATIONS.....	16
8. MAINTENANCE AND CLEANING INSTRUCTIONS.....	17
8.1 MAINTENANCE.....	17
8.2 CLEANING.....	17
9. TECHNICAL SERVICE.....	18
10. TERMS OF WARRANTY.....	19

## 2. SAFETY INSTRUCTIONS

### 2.1 Electrical Connection

---

- Check whether your appliance and power cord are damaged before operating your appliance. If yes, do not plug your heater and contact with authorized technical service.
- Check whether there is any crack, disjoint or scratch on the filament (heating tube). If any, do not plug your heater and contact with authorized technical service.
- Make sure that the main electricity circuit is appropriate according to your UFO model:
  - The 110~120V heaters are equipped with a NEMA 5-15 power cord and plug and must be connected to a 20A circuit breaker with a NEMA 5-20T receptacle OR to a 15A circuit with a 100% rated breaker.
  - The 220~240V heaters are equipped with a NEMA 6-20 power cord and plug and must be connected to a 20A breaker.
- **Attention!** Do not use your UFO heater together with another appliance plugged to the same multiple sockets or connected to the same breaker.
- Use your appliance with a properly earthed plug.
- The earthed plug must fall outside heating field and hot surface.
- The power cord must not be left on or around the frame of your UFO appliance.
- Unplug your appliance when you won't operate it for a long term or will conduct cleaning or maintenance.

### 2.2 Safety and Fire Protection

---

- Do not cover your appliance and do not hang any clothing over the heater or do not place any clothing on or near the appliance.
- Do not stick anything into the protective grid.
- Do not make use of your heater to light up cigarette or similar materials.
- Supervision is needed when this product is used anywhere near children. The appliance is not intended for use by children or other persons without assistance or supervision if their physical, sensory or mental capabilities prevent them from using it safely.

### 2.3 Maintenance and Cleaning Instructions

---

- Before any maintenance or cleaning first unplug your heater. Never pull the cord to unplug your device.
- Take out the front grid and the filament to clean the reflector (reflecting mirror), apply the instructions on page 17.

## 2.4 Installation Distances and Safety Clearances

---

**Attention!** The appliance must only be operated in a horizontal position with a slope of max  $\pm 5^\circ$ . The heater must be installed at level on a flat, stable surface, rigid enough to withstand safely the weight of the device and not covered by any flexible material, such as carpets, plastic or fabric.

- The distance between the back of the infrared heater and the installation surface must be at least 12.5 cm (5") (the supplied mounting brackets provide the adequate clearance).
- At all time, the distance of your appliance from the living beings is to be min 100 cm (39").
- The distance of the heating area of your appliance from combustible materials such as curtains, drapes, etc., must be min 100 cm (39").
- The distance of your appliance from bath tub, washbasin or other sanitary installations is to be min 100 cm (39").
- Wall installation
  - The distance of your appliance from the ground is to be min 180 cm (71").
  - The distance of your appliance from the ceiling is to be min 40 cm (16") (See table 1, page 5).
  - The distance of your appliance from the corners to be installed is to be min 40 cm (16").
- Ceiling installation
  - The distance of your appliance from the ground is to be min 180 cm (71").
  - The distance of your appliance from the ceiling is to be min 12.5 cm (5").
  - The distance of your appliance from the corners to be installed is to be min 70 cm (28").

## 2.5 Repair and Service

---

- **Attention!** Only technical services and persons authorized by SUN may serve, repair and replace the parts of this heater (see page 18).

## 2.6 UFO outdoor use

---

UFO-E heaters feature IP34 certificate. This IP certificate (Ingress Protection) refers that they provide protection against large objects with diameter over 2.5mm and against water spilling from any direction. Electrical components of UFO-E heaters manufactured in accordance with IP34 protection class are insulated and, due to such feature, they can safely be used in exterior environment.



UFO products without IP logo are not designed for outdoor use. Thus they should be installed away from rain or snow.

### 3. INSTALLATION INSTRUCTIONS

#### 3.1 Installation Instructions

**Attention!** The appliance must be installed at level on solid surfaces. See pages 4-7 to come up with the most appropriate installation method for your UFO.

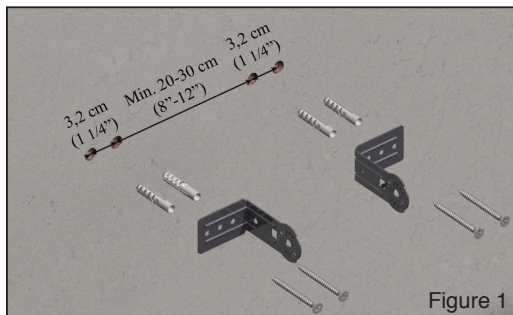


Figure 1

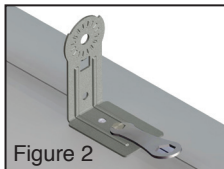


Figure 2

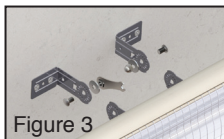


Figure 3

1. Drill four 8 mm (5/16") diameter holes on the wall to the place where the unit will be placed with the distances shown in (Figure-1)
2. Insert the wall anchors supplied with the unit into the holes.
3. With a star (Phillips) screwdriver, mount two of the L shaped legs on the wall using the #5x1.5" screws supplied with the unit.
4. Mount the other L legs on the unit using the six #M5x6 screws and the small wrench as shown in (Figure-2) (corresponding nuts are already built in on the body of the unit).
5. Mount and fix the L shape legs on the wall and on the unit respectively, using the #M8x15 bolts and #M8 nuts and the washers as shown in (Figure-3) and tighten by using the wrench supplied.

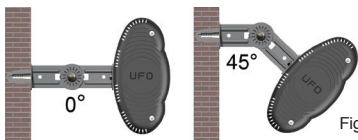


Figure 4

6. Depending on the area to be heated the angle of the unit can be adjusted between 0-45 degrees by the help of #M8 bakelite head bolt and nut fixture (Figure-4).
7. Before operating the unit, check the installation solidity once again.

### 3.2 Minimum installation distances

#### Wall installation

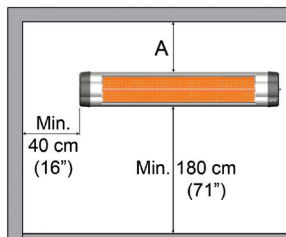
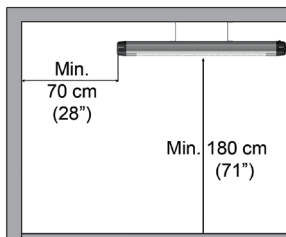
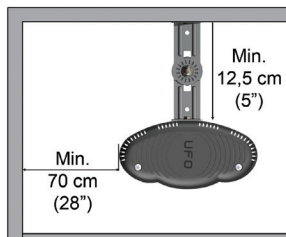


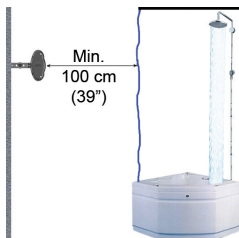
Table 1

Power (Watts)	<1800	1800-2800	>2800
A	40 cm (16")	60 cm (24")	70 cm (28")

#### Ceiling installation

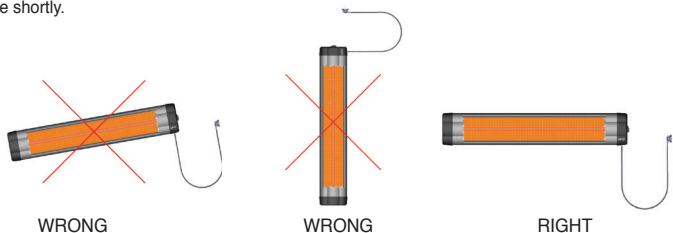


#### Minimum distances from fixtures and other equipments



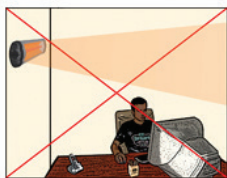
### 3.3 Installation Position

**Attention!** The heater must be installed in horizontal position only. Never install your device with an angle greater than 5°. In case of operations in angles larger than 5° the heating loop wire may fall into disuse shortly.

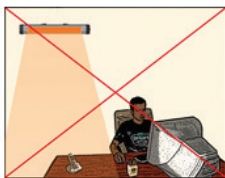


### 3.4 Right and Wrong Installations Positions

Direct your heater towards the most appropriate angle. Do not point your heater to the windows or vacant spaces since infrared heater is designed to directly heat people and objects in line with the unit.



WRONG



WRONG



WRONG



RIGHT



RIGHT



RIGHT



### Application fields of UFO heaters

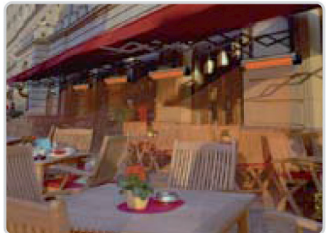
#### Residential applications

Living room  
Family room  
Entrance way  
Office  
Workshop  
Garage  
Solarium  
Indoor pool and spa

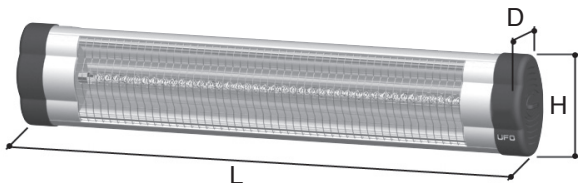


#### Commercial applications

Office  
Meeting room  
Entrance way  
Shopping centre  
Showrooms  
Swimming pool  
Classroom  
Conservatories  
Factories and production plants  
Warehouse and loading zones  
Hotel  
Airport  
Train station



## 5. HEATERS DIMENSIONS AND HEATING AREA



### UFO UK (UFO-R)

Models	Volts (V)	Hertz (Hz)	Power (Watts)	Heating Area		Dimensions			Weight (kg)
				Outdoor m <sup>2</sup> (pi <sup>2</sup> )	Indoor m <sup>2</sup> (pi <sup>2</sup> )	H cm (in.)	D cm (in.)	L cm (in.)	
UFO-R/UKL2	120	60	Min. 1020 Max. 1700	Min. 6 (65) Max. 10 (108)	Min. 9 (97) Max. 15 (161)	19 (7 1/2)	10 (3 15/16)	79 (31)	2,7

Warranty Term: 3 Years

Filament Life: ± 9000 Hours

Power Control: 5 Levels (H1 : 1020W, H2 : 1190W, H3 : 1360W, H4 : 1530W, H5 : 1700W)

### UFO STAR (UFO-E)

Models	Volts (V)	Hertz (Hz)	Power (Watts)	Heating Area		Dimensions			Weight (kg)
				Outdoor m <sup>2</sup> (pi <sup>2</sup> )	Indoor m <sup>2</sup> (pi <sup>2</sup> )	H cm (in.)	D cm (in.)	L cm (in.)	
UFO-E/S12	120	50-60	1400	8 (86)	12 (129)	19 (7 1/2)	10 (3 15/16)	74 (29)	2,5
UFO-E/S15	120	50-60	1700	10 (108)	15 (161)	19 (7 1/2)	10 (3 15/16)	74 (29)	2,5
UFO-E/S18	240	50-60	2000	12 (129)	18 (194)	19 (7 1/2)	10 (3 15/16)	86 (34)	3
UFO-E/S30	240	50-60	3200	20 (215)	30 (323)	19 (7 1/2)	10 (3 15/16)	108 (42 1/2)	3,6

Warranty Term: 3 Years

Filament Life: ± 8000 Hours

Power Control: On-Off Control with regulator

H : Height D : Depth L : Length

### 6.1 UFO Star (UFO-E)

---

#### Heat control by the regulator



The regulator adjustment is conducted in accordance with required room temperature.

The heater operates constantly when the regulator is in the highest mode. Switch the regulator on the highest mode to heat the cold rooms. When desired room temperature has been attained, the heater may be operated with certain intervals adjusting the regulator. You may reduce the energy costs to the minimum level in certain room temperatures through appropriate regulator adjustment.

#### Switching off during the maintenance or long term inactivity

---

When the heater is not operated for long term, cleaning or maintenance, put the regulator in "0" mode and unplug the power cord.

## 6.2 UFO UK (UFO-R)

---

### Inserting Batteries

Insert 2 AAA/ Alkaline type batteries into your Remote Control.



1. Flip the backside of your remote control
2. Pull out battery cover.
3. Insert the batteries in accordance with the instructions and polarity of the batteries.

To change the batteries, do the same way depicted above








**Notice :**

Replace the old batteries with the same type batteries. Otherwise, your heater may not function well. Pull out the batteries in case of long terms of disuse to prevent leakage which may impair your remote control.

The screen of the remote control starts functioning after inserting the batteries. UFO logo and flashing clock indicator starts appearing on the screen.

This remote is infrared type, it must be pointed toward the heater so that it sends signals and work properly.

## 6.2.1 Definitions and function of the indicators on the remote control

Symbol	Description
	Power mode indicator
	Time settings indicator
	On time indicator
	Off time indicator
	Indicates remaining time to switch off the heater
	Indicates that "everyday" function is on
	Logo

### 6.2.2 Definitions of the Buttons on the Remote Control

The functions of your heater may be controlled via the buttons on your remote control and LCD screen. You may also control some of the functions of your heater through the buttons on the front side of the heater:



- 1. On / Off**  
Switches on or off the heater or stands it by.
- 2. ▲ / ▼ Program Up / Down (+/-)**  
Adjusts heater intensity setting from 1 to 5.
- 3. Clock**  
Sets the remote time.
- 4. Timer On**  
Switches on the heater in stand by mode.
- 5. Timer Off**  
Switches off the heater in preset time and stand by mode.
- 6. Sleep**  
Switches off the heater in preset time.
- 7. Everyday**  
Make the heater operate in preset parameters everyday.
- 8. Cancel**  
Cancels all settings.
- 9. LCD (Liquid Cristal Display)**  
Display the settings of the remote control and related indications.

#### **Attention!**

*Insert the batteries in the remote control before use.*

### 6.2.3 Operation of the Remote Control

---

#### **Power Mode Adjustment:**

Press the button « **On/Off** » to turn on the heater. The power mode indicator will display **(H1)**.

Note: *The heater starts operating at the power level mode at which it has been switched off.*

Press « **▲ ▼** » buttons to adjust the power level of the heater.

#### **Time settings**

**Attention!** *Time settings are to be conducted for the rest of the functions to operate.*

#### **Ajusting the time (Clock) :**

Press « **Clock** » button.

Press « **▲ ▼** » buttons to set hour and minutes.

Press « **Clock** » button to save your settings.

Press « **Cancel** » button to cancel time settings.

**Note :** Repeated press on the buttons « **▲ ▼** » will gear the speed of the buttons and intervals with the presses will slow down the process.

#### **Timer On/Off:**

**Attention!** *The time is to be set precisely and the heater is to be operating before using On / Off timer function.*

#### **Timer On Settings:**

Press « **Timer On** » button.

Press « **▲ ▼** » buttons to set hour and minutes.

Press « **Timer On** » button to save your settings.

#### **Timer Off Settings:**

Press « **Timer Off** » button.

Press « **▲ ▼** » button to set hour and minutes.

Press « **Timer Off** » button to save your settings.

**Sleep Timer Settings:**

**Attention!** The time of the remote is to be set precisely and the heater is to be operating before using Sleep Timer function.

Press « **Sleep** » button.

Press « **▲▼** » button to set sleep time from 1 to 12 hours.

Press « **Sleep** » button to save your settings. Remaining time will appear on the screen.

**Note :**

- At any time, press « **Cancel** » button to cancel all time settings.
- The settings will recede unless you press « **Clock** », « **Timer On** », « **Sleep** », « **Timer Off** » necessary button to save your time settings in 20 seconds.
- Press « **Cancel** » button with the intervals of 3 seconds to cancel all settings of your remote control.
- Repeated presses on the « **▲▼** » buttons will gear the speed of buttons and intervals with the presses will slow down the process.
- Set your Sleep timer again in case of turning off and on the heater.
- Once you set your On/Off time, such functions will operate in daily set times.
- The heater is to be in stand by mode to operate On timer.
- Clock and UFO logo keeps functioning in stand by mode.



#### 6.2.4 Control through the main module on the heater

The button on the left functions as ON / OFF. « **H0** » indicator appears on the screen when the heater is switched ON and it is in stand by mode. (The 1<sup>st</sup> digit on the screen illustrates H symbol while 2<sup>nd</sup> digit illustrates power level mode from 1 to 5).

Press the right button on the heater to adjust power mode from 1 to 5 (H1, H2, H3, H4 and H5).

Note: The heater starts operating at the power level mode at which it has been switched off.

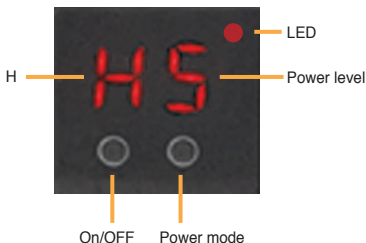
Press ON / OFF button on the remote control or the heater itself to switch off the heater.

If the radiator is tilted at an angle greater than 5°, it will refuse to operate and a buzzer will sound. The message « **Er** » will be displayed. If the radiator is tilted at an angle of more than 5° when in function, it will stop working and a beep will sound. The message « **Er** » will be displayed. In these two cases, to operate the unit again, disconnect / reconnect the heater and put it back in a horizontal position.


The heater starts functioning in stand by mode after a power outage.

LED keeps flashing in case of a program set by remote control.

Buzzer signal is given following each command.



## 7. DIFFERENCE AMONG UFO MODELS AND SPECIFICATIONS

		Models	
		Star (UFO-E)	UK (UFO-R)
Body color	Naturel	✓	
	Champagne		✓
Warranty	3 years	✓	✓
Element service life*	± 8000h	✓	
	± 9000h		✓
Plastic cover	Holley	✓	✓
Outdoor use	IP34	✓	
Power cord length	2.75 m	✓	✓
Remote control	IR- control		✓
Reflector	Aluminum	✓	✓
Reflector side part	Aluminum	✓	✓
Grid wire	16 x 16 x 1.2 mm	✓	✓
Voltage	240V (AC)	✓	
	120V (AC)	✓	✓
Frequency	50 Hz	✓	
	60 Hz	✓	✓

\* In normal use.

## 8. MAINTENANCE AND CLEANING INSTRUCTIONS

### 8.1 Maintenance

---

**Attention!** Careful and regular maintenance of UFO infrared heater considering these instructions assume great importance so as to attain a long and efficient operation of your heater.

- 1- Check the filthiness of the reflector and IR – filament at least once a month. If necessary, apply cleaning and maintenance instructions.
- 2- The frequency and number of maintenance check must be adjusted by considering the operating environment of the heater. Outdoor use or dusty environment requires more maintenance.
- 3- At each maintenance, check for visually deformation of the reflector, grid and heater frame. In case of any deformation, consult to your technical service.
- 4- Check the power cord and plug visually while cleaning the appliance. In case of any deformation, consult to your technical service.
- 5- It is recommended to clean regularly the reflector of your heater to ensure proper and efficient operation.

### 8.2 Cleaning

---

**Attention!** Regular and careful cleaning helps your UFO Heater operate for longer years and more efficiently.

- 1- Before any maintenance or cleaning of your heater, be sure to unplug the power cord for your safety.
- 2- To clean the reflector or the element of your UFO infrared heaters remove the grid of the unit. To do so, unscrew the plastic cover of the housing using a star screwdriver (Philips). Subsequently, drag plastic covers, finishing trim and grid to the outside of the frame by following the guidelines of the extrusion.
- 3- The reflector and filament must be cleaned with a soft cloth, a smooth brush or dry air. The cloth may be damp but never too wet and the cleaner should not include any chemical.
- 4- Never use abrasive or chemical cleaner so as not to damage your heater.
- 5- After the cleaning, be sure to reinstall properly the grid of the unit using a slotted screwdriver.

## 9. TECHNICAL SERVICE

**Attention!** Only technical services and persons authorized by SUN may serve, repair and replace the spare parts of this heater.

Points to be considered before shipping the product to the technical service:

1. Make sure that the plug, to which the appliance is connected, has power, check the breaker and power cord. If the plug lacks power, consult to an electrician.
2. Make sure that the appliance has been installed in accordance with the instructions in the manual. If the installation is inaccurate, consult the technical service.

## 10. LIMITED WARRANTY

Should this product be proven defective in workmanship or material, the consumer's sole remedies shall be such repair or replacement as provided by the terms of this warranty. Under no circumstances shall SUN be liable for any loss or damage, direct, consequential, or incidental, arising out of the use of or inability to use this product.

Warranty by SUN does not cover the defects arising out of the improper use the appliance. The warranty does not cover the situations below:

1. The damages and defects arising out of improper use.
2. The damages and defects having occurred during the transportation after the delivery of the product to the customer by the company.
3. The damages and defects arising out of low or excessive voltage, ungrounded plug usage, faulty electricity systems, operating the appliance in different voltage values other than specified in the instructions.
4. The damages and defects arising out of fire and lightning.
5. The damages and defects arising out of repairs and maintenance by persons other than Authorized Services.
6. The defects arising out of the breach of the instructions in the manual.
7. The damages and defects arising out of the transportation of the product instead of repair.

**Attention!** Faulty maintenance and cleaning are not covered by the warranty. The warranty does not cover the situations below:

1. The dust and pollutants in the environment.
2. Damage in the reflector or filament due to faulty cleaning.
3. Faulty installation or dismantlement.
4. Operating with damaged filament, frame or power cord.

Above mentioned defects and services are not covered by the warranty.

This warranty will be voided if the certificate of warranty lacks the stamp and signature of the supplier as well as the date of purchase.

This warranty will become void if the serial number, model number identification, or brand have been wholly or partially removed or erased.



A handwritten signature in black ink, appearing to read "Ayman".

PRODUCTEUR  
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No: 17 Hadimköy / B.Çekmece / İSTANBUL  
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