



Apollo

Instruction manual

Contents

Introduction

Safety instructions	1
General Information	2
Technical data	2
Box contents	3
Accessories and spares	3
Cleaning and maintenance	4

Assembly instructions

Lamp installation & replacement	4
Base & unit assembly	5
Remote control battery replacement	5

Warranty	Turn Page
----------	-----------

Operation instructions

Description and features	6
Flexi neck operation	7
Moving and positioning	7
Control panel operation	8
PIR economy function	8
Remote control operation	9
Masterlock function	9

Trouble shooting guide	10
-------------------------------	-----------

Safety instructions

WARNING - When using electrical appliances, basic safety precautions should always be followed. Failure to comply with these instructions may cause a fire, electrical shocks or other injury to persons or property.

- 1 Children of less than 3 years should be kept away unless continuously supervised.
- 2 Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.
- 3 **CAUTION** — Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.
- 4 **DO NOT** site the heater on soft surfaces or where openings may become blocked. Ensure the base is fitted and fully assembled, and the unit is upright on a flat stable surface before operating. This heater is designed for use on Patios and in Beer gardens & smoking areas. The unit has been IP55 Weatherproof approved; however, to prolong the life of the heater it is strongly recommended that the heater is stored in a dry place during heavy rain and when not in use cover the appliance with the cover provided.
- 5 **DO NOT** hide the power cord in long grass or leave close to an operating lawnmower. Arrange the cord away from areas where it may be tripped over.
- 6 **DO NOT** insert or allow objects to touch the heating element and never place anything on the heater safety guard (e.g. towels), as this may damage the heater and could cause an electrical shock or fire. Never use your heater to dry washing. If the heating element has stopped glowing it may still be live, please check that the heat setting indicates the heater is off.
- 7 Always disconnect your appliance from the mains before any cleaning.
- 8 **DO NOT** use the heater in areas where petrol, paint, or other flammable substances are stored.
- 9 Always unplug the heater when not in use. To disconnect from the power supply, grip the plug and pull from the power socket. Never pull by the cord.
- 10 **DO NOT** direct the heater towards curtains, furniture or other flammable objects and ensure that they are at least 1.5 metres from the front and 1 metre from the top back and sides.
- 11 Extreme care should be taken when any heater is used near children and pets.
- 12 In order to avoid overheating, do not cover the heater.

- 13 Never locate the heater where it may fall into a swimming pool or other water container. Never use in a bathroom or shower room. Heater is not located immediately below a socket outlet.
- 14 Do not use this heater in conjunction with a timer device or any other device, which facilitates unattended switch on.
- 15 The electrical cord must be fully unwound before use.
- 16 The front grille is intended to prevent direct access to the heating elements and must be in place when the heater is on.
- 17 This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if, they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- 18 If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

General Information

Before Intended use

This product has been designed for domestic use and can be operated by non expert by following user operations manual. It uses energy efficient infrared Carbon Fibre heating technology to heat indoor and outdoor spaces. The appliance must only be used for the intended purpose according to these instructions. With care and attention the Appliance should provide trouble free heating and lighting for at least two years from date of purchase. Please read these instructions. Keep the instructions safe/handy and pass them on to further users. Observe the notes on safety regulations. Never cover appliance when in operation. Flammable objects, clothes, curtains etc, must not come in close contact with the appliance. You may also find this manual's content at www.galalent.co.uk

Technical data

Model No.: APH3000 or see Rating Label
Power output : 2520-3000W 220v-240v AC ~ 50Hz or see Rating Label
Heater watts : 1250-1480W / 2500-2960W or as per Rating label
Lamp watts : 23 or 24W for CFL or as per outer box
Cable length : 1.9m or as per outer box
Gross weight : 30.5kg Net weight : 24.3kg
Product Dimension: 50cm Base diameter & 190cm high



The product is IP55 weatherproof certified. It is designed to withstand tough rain conditions. A cover is included for additional weatherproof protection.

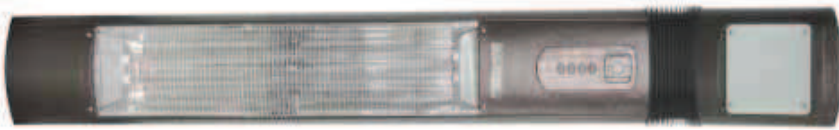
We recommend that you should cover and store in a dry place when not in use for long periods of time.



Box Contents

A**B****C****D****E**

Assembly kit: 2 X Oval plates 2 X Long oval plates 12 X Washers 8 X Wing nuts 4 X Bolts

F

1 X Main body

G

1 X CFL or LED lamp (Inside head)

H

1 X Remote control

I

1 X Weatherproof cover

J

1 X Instruction Manual

K

2 X Metal base covers

L

2 X Base sections include 2 wheels with axle

Accessories and spares

Available from the company in Warranty card



CFL or LED Lamp



Carbon fibre heating tube



Protective safety grille



Weatherproof nylon cover



PCB Control panel



Wheel and axle



Glass panel diffuser kit



Remote control (without battery)



Bolt / bracket / washer kit

Cleaning and maintenance

- 1 Before cleaning or changing heating tubes, turn the heater off, unplug from the power supply and wait for the unit to cool down.
- 2 To clean the heater use a soft cloth to wipe off any dust.
- 3 If the heater is very dirty, use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit.
- 4 When the heater is not in use for a long period, clean and place in its cover and store in a dry place.
- 5 If the Aluminium reflector is very dirty use a damp cloth and wipe dry. Do not use any cleaning detergents, sprays or other chemicals, as they will damage the unit. A dirty reflector reduces heater output.

Lamp installation & replacement (Install Lamp FIRSTLY)



A Remove sticker form glass

C Remove protective materials around the packing and take the Lamp out. Carefully screw it into the Holder - Hold plastic base ONLY. Do NOT hold the glass spiral tube. Only use lamp purchased from the company in Warranty card.

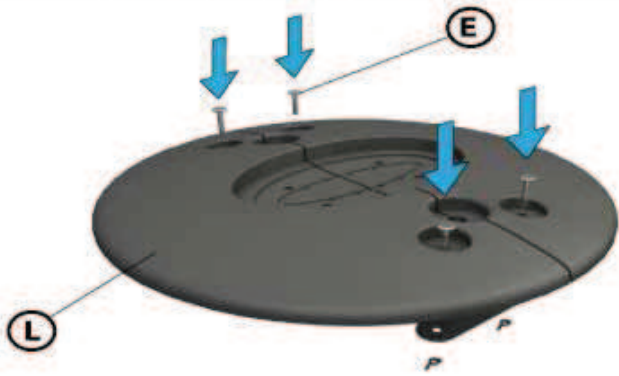


B Remove the glass cover by a Phillips screw driver. **NO NEED** to remove rubber seal.

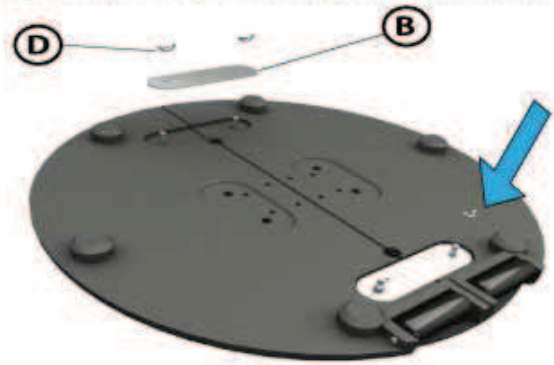
D Carefully refit glass cover. Drive screws ensuring waterproof rubber washers are in place.

Base & Unit assembly (Take out base accessory from the box underneath main body)

Lie main body(F) on the edge of its box to avoid scratching and for easy assembly with the base.



- 1 Align the two halves of the Base(L), make sure the wheel and axle are at right place. Insert bolts with washers (E x 4 + C x 4).

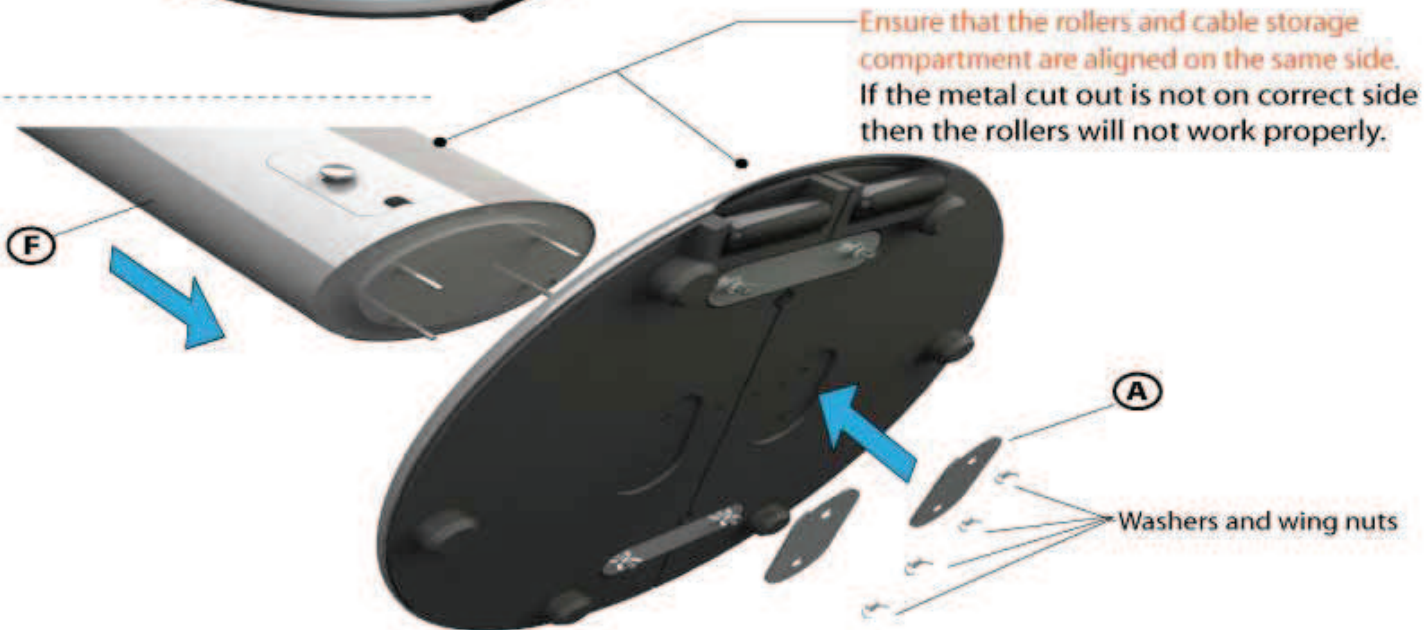


- 2 Turn the Base upside down and securely fasten metal plates (B x 2) with wing nuts and washers (D x 4 + C x 4).

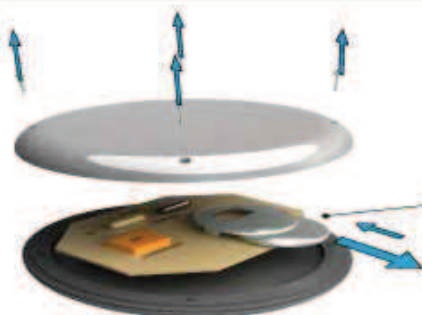
- 3 Attach each half of the metal cover. (K x 2)
One half of the metal cover has a cut-out that should be placed over the rollers.



- 4 Slide the base through the four bolts located on the bottom of Main body(F). Securely fasten metal plates (A x 2) with the wing nuts and washers(D x 4 + C x 4).



Remote Control battery replacement



- A Unscrew the rear housing with a Phillips driver or cross point screw driver.
- B replace CR2025 battery.
- C Carefully screw the rear housing back in place. Ensure that the rubber seal is properly in place and secure.

Appliance description and features



Flexi-neck & Light head operation



The light head can be tilted in 4 positions

Do not force or over rotate these 4 positions as the flexi-neck may get damaged

Moving & Positioning instructions

move Appliance using the hand grip only



Ensure Appliance is turned off and unplugged before moving

Use the hand grip located on the rear of the unit to manoeuvre the Appliance.

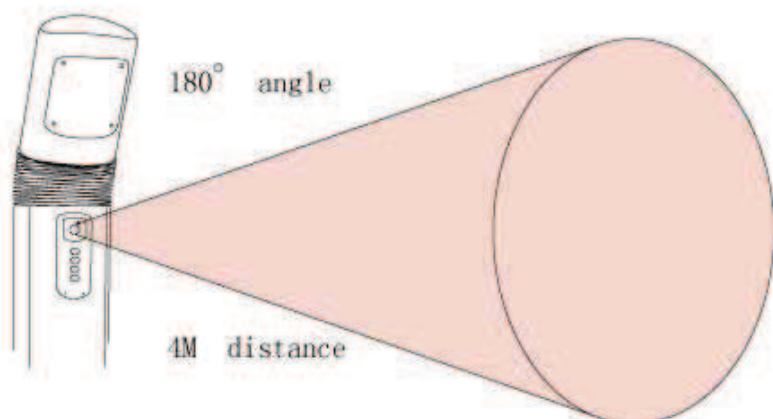


Observe recommended safety distances from Surrounding objects

Control panel operation



PIR Economy function



The PIR economy feature enables the outdoor heater to automatically shut down its heating function when not in use. The PIR sensor constantly monitors people's movements up to a distance of 4 metres and if after 4 minutes it does not detect movement it will switch the heating off.

The PIR function does not control the Light.

Remote control

Operational range of remote is approx 4m open air as it is infra red only



“Full Function” magnetic remote control that attaches easily to the unit. Do not attach to the grille.

MasterLock function



Masterlock function enables you to Auto-Lock the control panel using the remote control to avoid tampering

LOCK


- 1 : Press the light button & Hold down
- 2 : Followed by the HEAT HI/LOW button
- 3 : Hold both buttons simultaneously until you hear the Appliance beep 5 times


If you accidentally switch off the light function then press the light button on the remote again to put the light back on.

UNLOCK

Simply repeat the above process


Trouble shooting


Problem	Possible cause	Solution
Heater won't operate (indicated by the absence of the red LED power standby light being visible in the unit control panel display) Not visible 	Power Switch OFF	Turn Power Switch ON at the heater's back.
	No Power to unit	Check the mains or the socket or plug's fuse(if there is) to restore circuit.
	Safety Thermal Fuse in Operation.	Unplug and switch unit OFF. Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card.
	Safety Tip Over Switch Malfunction	Safety Tip Over stuck in OFF position. Give the unit a rigorous shake which may reset the switch. If this does not rectify the problem, please call the technical helpdesk -- see warranty card.
	Heater not on a level Surface	Ensure Heater is situated on a level and solid surface.
	Power Cord Damaged	Inspect power cable for cuts, breaks and kinks. Replacement power cords and fitting instructions can be obtained from the technical helpdesk -- see warranty card.

Problem	Possible cause	Solution
Heat tubes only not working (indicated by the presence of the RED power standby light being visible in the unit control panel display but no heat from tubes) Visible 	Tube Failure / Safety Thermal Fuse in operation.	Firstly try the following procedures to ensure it is in fact the tubes that are faulty. 1) If one tube out then the tube is faulty and should be replaced. 2) If two tubes out then push the remote on/high/med button again just to check the tubes don't heat up. Also try pushing the button on the control panel "on/high/med button" & "off" button again in case any have jammed in some way. 3) If still no tubes heating -- then check if any of the Orange Power LED's are on? If LEDs are ON (ORANGE) then tube / tubes have blown. If NO LED's are lit and NO tubes are heating up then wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card. This unit uses specialised high temperature carbon fibre heating tubes only. These are only available from call the technical helpdesk -- see warranty card.
	Blown Carbon Fibre Tubes	Blown tubes are usually visible. Check for black or white discolouration at either end of the tubes.

Problem	Possible cause	Solution
Remote control inoperative	Battery dead	Make sure the red power indicator is visible otherwise you need to replace battery (Type CR2025).

Troubleshooting guide

Problem	Possible cause	Solution
<p>Economy function failure (GREEN LED on control panel not visible when ECONOMY button pressed)</p> 	<p>Heating function is not ON</p> <p>PIR / PCB malfunction</p>	<p>PIR function is effective with LIVE heating only. Please turn on heating mode.</p> <p>Please call the technical helpdesk -- see warranty card.</p>

Problem	Possible cause	Solution
<p>ORANGE LEDs flashing</p> 	<p>Safety Warning Indicator</p>	<p>If any or all of the 3 ORANGE LED Indicator Lights start to flash or flicker intermittently, this indicates a problem within the internal control systems of the unit. Please switch off the unit immediately, leave for 30 minutes and switch on again. If this continues to occur please call the technical helpdesk -- see warranty card.</p>

Problem	Possible cause	Solution
<p>Light not working</p>	<p>Power Switch OFF</p>	<p>Make sure the Power Indicator LED is on by turn Power Switch ON at the heater's back. Then press light button on control panel or remote control.</p>
	<p>No Power to unit</p>	<p>Check the mains or the socket or plug's fuse(if there is) to restore circuit.</p>
	<p>Safety Thermal Fuse in Operation.</p>	<p>Unplug and switch unit OFF. Wait 30 minutes for unit to auto-reset then switch on. Repeat if necessary. If this continues to occur please call the technical helpdesk -- see warranty card.</p>
	<p>Safety Tip Over Switch Malfunction</p>	<p>Safety Tip Over stuck in OFF position. Give the unit a rigorous shake which may reset the switch. If this does not rectify the problem, please call the technical helpdesk -- see warranty card.</p>
	<p>Lamp is faulty</p>	<p>Replace as necessary. This unit uses specialised high temperature low energy lamps only. These are only available from the technical helpdesk -- see warranty card.</p>
	<p>Heater not on a level Surface</p>	<p>Ensure Heater is situated on a level and solid surface.</p>

Problem	Possible cause	Solution
<p>Control Panel Inoperative</p>	<p>MasterLock is in operation Or Buttons stuck / PCB malfunction</p>	<p>See Masterlock Function page 9 to unlock the control panel</p> <p>Please call the technical helpdesk -- see warranty card.</p>



FREE 2 YEAR LIMITED WARRANTY

Your statutory rights are unaffected by this warranty

Please complete this form and fax or email to the numbers below. Please return with a receipt to your retailer if your product becomes faulty

Your name

Your address

Email address

Postcode

Product name Model number

Batch Code

(located on the rating label on the rear of the unit)

Place of purchase

Date of purchase

MACE IMPORTS LIMITED
Unit 10, Farfield Park, Manvers Way
Wath-Upon-Deerne, Rotherham
South Yorkshire, S63 5DB, UK
www.maceimports.com

Appropriate Country Testmark on Equipment

In accordance with the Russian Federation safety regulations.



In accordance with the European guidelines for safety, CE / EMC / GS and IP55



In accordance with the USA/C guidelines for safety, ETL



In accordance with the NZ/AU guidelines for safety, C-TICK, SAA



This product has been manufactured to comply with EEC Directives 2006/95/EG and 89/336/EEC.



No household waste. Must be disposed of in accordance with local regulations.

IMPORTANT: At the end of their life dispose of the batteries in your remote control according to local Authority regulations. Do not dispose of batteries with your normal household rubbish.



This product is RoHS compliant



We reserve the right to make changes in design, equipment, technical data as well as errors.

Guarantee

We are confident of the quality of its products and offers an outstanding 2 year guarantee. This guarantee is in addition and in no way affects your statutory rights. The guarantee is valid within the territories where the products are marketed. With this appliance you get a two year guarantee starting from the date of purchase. Under the guarantee, in the case of material or manufacturing defects, the appliance will be replaced or repaired.

Excluded from the guarantee is normal wear and tear, alterations to the appliance as purchased, cleaning activities, consequences of improper use or damage by the purchaser or a third person, damage, that can be attributed to external circumstances, couriers or caused by the batteries. If a full replacement is required we will uplift the unit as the guarantee requires that the faulty appliance be returned for examination along with the retail outlet's dated and signed guarantee card or sales receipt (where applicable).

Guarantee excludes heating tubes / batteries