

ecostrad

INSTRUCTION MANUAL

Ecostrad iQ WiFi Heating Element



PLEASE READ AND SAVE THESE INSTRUCTIONS



UK
CA



Symbols

Warning



This symbol indicates a hazard with an average risk level which, if not avoided, could result in serious injury or death.

Warning of electrical voltage



This symbol indicates danger to the life and health of persons due to electrical voltage.

Hot surface



This symbol located on the device indicates that its surfaces are hot during and immediately after operation. Hot surfaces should not be touched: danger of burns.

Do not cover



This symbol indicates that it is prohibited to hang objects (such as towels, clothes etc.) on the device such that the electric components could become covered. To avoid overheating and fire hazards, ensure the electric components are never covered.

Observe instructions in manual



This symbol located on the device indicates that instructions in the operating manual must be observed when installing and using the device.

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1 | About the Manual

This manual describes the Ecostrad iQ WiFi Heating Element and details how to install and use the product. It is important to thoroughly review this manual before using the product.

The declaration of conformity is issued under the sole responsibility of the manufacturer.

For **technical advice** or help concerning the Ecostrad iQ WiFi Heating Element, contact the retail establishment or distributor from which the product was purchased.

2 | Technical Information

Table 1 | Specifications

Voltage	230V AC / 50Hz
Wattage	200-1500W
Temperature setting	
Room temperature	7-30 °C
Internal temperature	30-70 °C
IP Rating	IPX4
Appliance class	Class I
Power cable length	1.5m
Thread size	G ½ "

3 | Warnings & Precautions

READ ALL SAFETY WARNINGS AND ALL INSTRUCTIONS.



Read this manual carefully before using or installing the heating element. Always store the manual in the immediate vicinity of the radiator or its site of use.

Failure to follow the warnings and instructions may result in electric shock, fire, serious injury, or all of the above. Save all warnings and instructions for future reference.

Warning



Children of less than 3 years should be kept away unless continuously supervised.

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, or clean the appliance, or perform maintenance.

Warning



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.

Warnings & Precautions

Warning



This appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Warning



Some parts of this product can become very hot and cause burns. Do not touch the surface when in operation. Do not install close to curtains or other combustible materials. Particular attention should be given where children and vulnerable adults are present.

- Do not use the device in enclosed spaces if persons are present who cannot leave the room independently and are not under constant supervision. 
- Fluid-filled towel rails or radiators for space heating and towel drying are the only suitable appliances in which to install the element.
- The element must NEVER be used unless it has been professionally installed inside a radiator or towel rail filled with fluid to the correct level. The element will cease functioning if it is not fully submerged in a suitable fluid during operation.
- The element is designed for use in horizontal or vertical radiators, or vertical towel rails. Use in horizontal towel rails is not recommended because the long horizontal bars can impede heat circulation.
- It is imperative that the towel rail or radiator intended for use with the radiator has the correct volume of fluid. The recommend quantity of fluid with the radiator or towel rail is 90% of the unit's total volume. If you are installing the element in a radiator or towel rail that has been pre-filled for use with this element, do not allow fluid to escape when the element is fitted. In the case of loss of heating fluid, contact your supplier.
- The element must be installed by a licensed electrician in accordance with current IEE wiring regulations.

Warnings & Precautions

- The element must be connected to a 230 Volt AC mains power supply via a switched fused spur cable outlet, and must be earthed.
- The element is a Class I unit and therefore must always be earthed.
- Ensure the element's power cord does not touch the hot parts of the device or the radiator.
- Do not use the device if you detect damage to the mains plug or power cable. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons to avoid a hazard. All repairs and servicing must be carried out by a qualified person.
- The towel rail or radiator in which the element is installed must be permanently fixed to the wall. Do not fit the radiator below or in front of an electric socket.
- The element must be placed where the switches and controllers cannot be touched by a person in a bathtub or shower.
- The element must be disconnected from the mains during cleaning and maintenance.
- Never attempt to disconnect the control head from the heating element. The product is an integrated unit that has been factory sealed.
- Do not open the element – any interference with internal components will invalidate the warranty.
- Although the heating element can be used inside radiators and towel rails that can be covered, the heating element itself (including the control head) must not be covered. Covering the unit such that the electronic components would be covered may cause the unit to overheat. If there is any risk that the electronic components could become covered, do not cover the unit.
- If the radiator or towel rail is used to dry clothing or towels, ensure the fabrics have only been washed in water, to prevent the device coming into contact with harsh chemicals.



Warnings & Precautions

- The element can be installed in bathrooms in Zone 2, but never in Zone 0 or Zone 1, as defined by applicable law, subject to any additional regulations concerning electrical installations in wet areas, as shown in **Figure 1**.

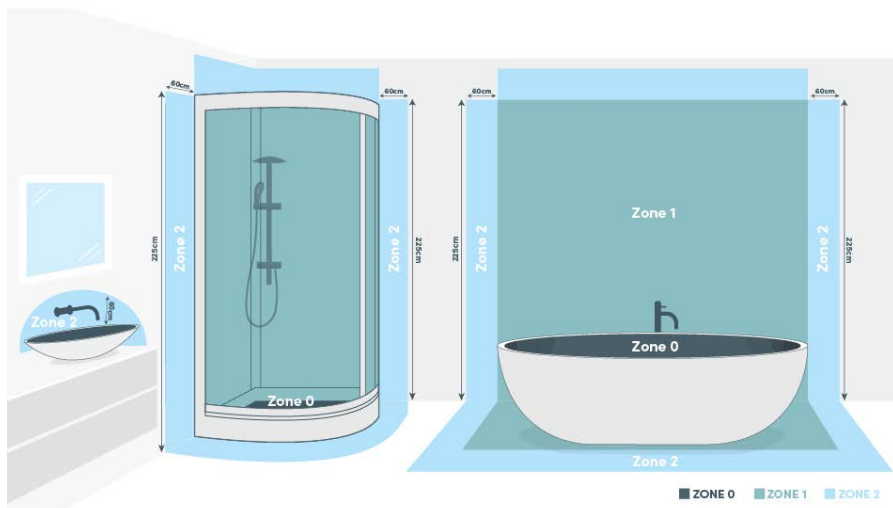


Figure 1 | Bathroom installation zones

- Towel rails or radiators fitted with the element can be very hot and can cause burns. Pay special attention when used in the presence of children or people with disabilities.
- The unit is not to be used by persons (including children) with reduced physical, sensory or mental capabilities. Such persons may only use the device if they are supervised by a responsible person.
- Brown wire — live connect to the circuit.
- Blue wire — connect to neutral.
- Yellow & green wire — connect to earth.

4 | Installation

These are general-purpose instructions for fitting your element into a suitable radiator or towel rail. Always check with the radiator manufacturer to ensure the product is suitable for use with the element, and follow any additional installation guidance provided with the unit.

Warning



Read all safety instructions and warnings stated in the preceding section of this manual. Failure to follow these instructions may cause damage to life or property.

WARNING

Do not attempt to operate the element before it has been installed in a fluid-filled radiator or towel rail. Switching on the element in an empty radiator or in open air could risk burns or damage to the product.

Installation must be completed by a qualified electrician. Do not attempt a DIY installation.

4-1 | Fitting instructions

1. Take the PTFE tape and wrap up to 10 layers around the thread of the element. This will help ensure the seal is secure. (see **Figure 2**).

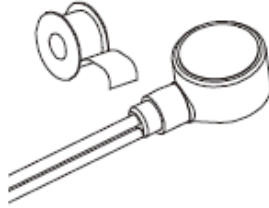


Figure 2 | PTFE tape wrapping

2. Identify the inlet where the element will be fitted in the radiator or towel rail. (**Figure 3**)
 - For **vertical models**, the element is fitted vertically, entering at the **bottom** of the right-hand vertical strut.
 - For **horizontal models**, the element is fitted horizontally, entering sideways through the lowest horizontal strut.

Installation

Warning

Never fit the element at the top of a radiator or towel rail. (**Figure 3**)
The element must be fitted at the base in order for the fluid to heat throughout the entire radiator or towel rail.

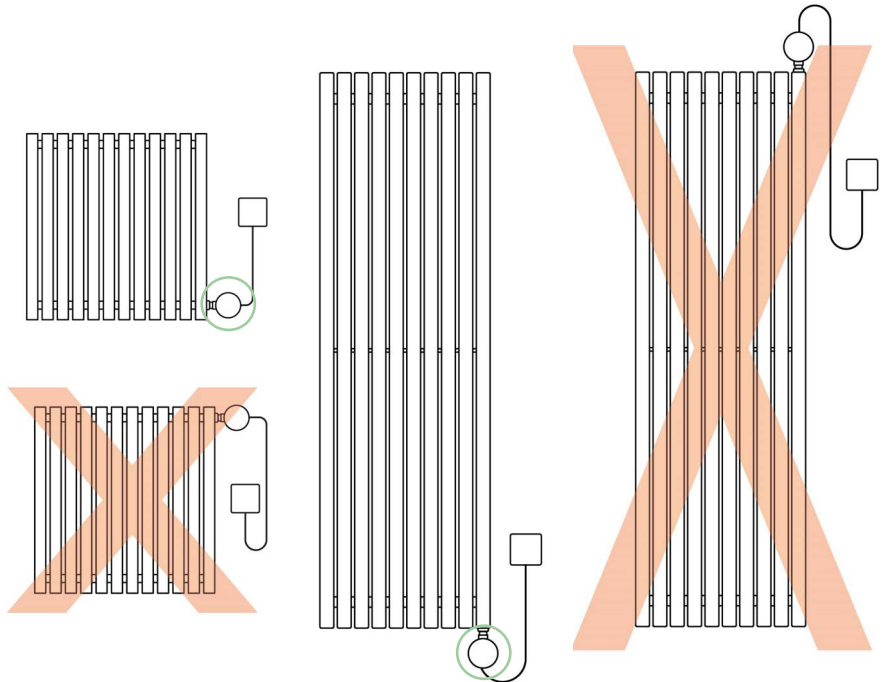


Figure 3 | Correct vs incorrect installation orientation

Installation

3. Tilt the radiator until the fitting location is at the highest point, as shown in **Figure 4**. This prevents any fluid escaping if your radiator is pre-filled.

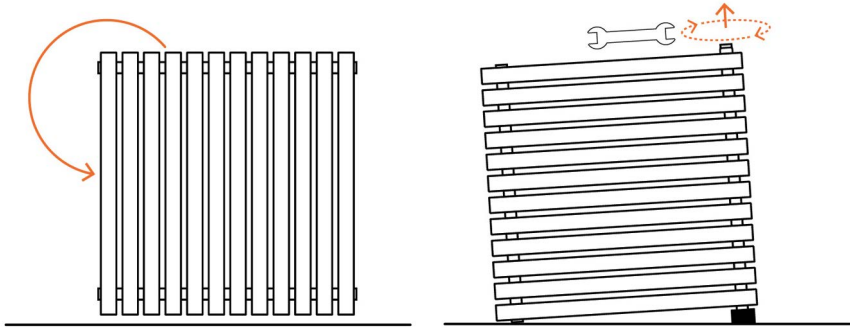


Figure 4 | Filling location must be tilted to the highest point before filling.

4. Remove the cap from the inlet using an adjustable spanner.
5. Push the heating element into the radiator.
6. Tighten the element at the main nut, using a size 24 or adjustable spanner (**Figure 5**).
 - Ensure the rubber O-ring, above the main nut, makes a firm seal between the radiator and the element.
 - This prevents leakage after installation.

Never attempt to tighten the element by twisting the control head or product housing.

Always use the correct tools as directed in the instructions.

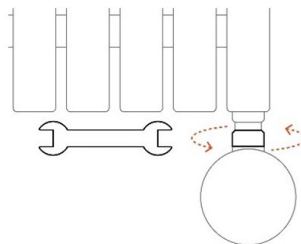


Figure 5 | Tighten element at main nut

7. If the radiator has been pre-filled by the manufacturer, skip to **Step 10**.

Installation

WARNING

It is critical that the correct volume of heating medium is used. Under-filling the radiator will impede circulation and prevent the unit from heating up. Overfilling the radiator can cause a dangerous build up of pressure as the fluid heats up. A suitable air cushion must be maintained. Calculating the volume of heating medium is a job for a professional electrician or heating engineer and should not be attempted DIY. If unsure, use the element only with a pre-filled radiator.

Only use a glycol-based formulation approved by the radiator manufacturer to fill the radiator.

8. To fill the empty radiator, tilt the radiator so the next free filling cap is at the highest point.
9. Remove the cap and fill the radiator to 90% of its volume with a suitable heating medium (**Figure 6 & Figure 7**). Replace cap when done.

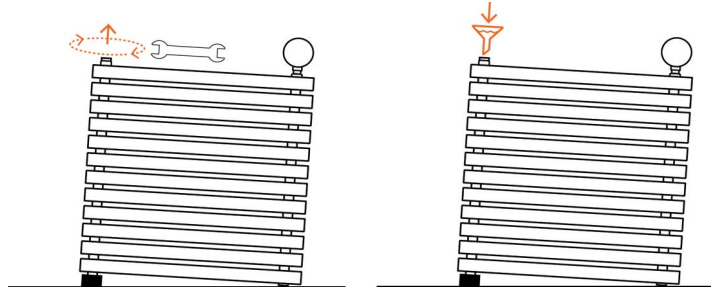


Figure 6 | Removing radiator cap and using funnel to fill

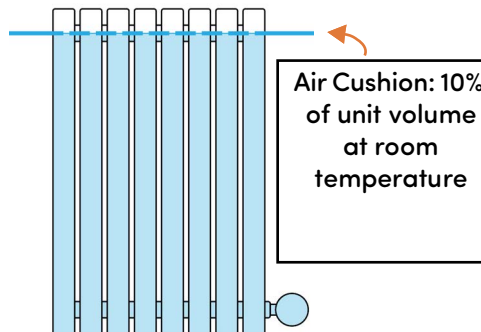


Figure 7 | Air cushion (for illustrative purposes only)

Installation



10. Rotate the radiator to its correct orientation and hang on the wall, according to the instructions provided with the unit.
11. Connect the element electrics to a switched fused spur (230V AC) in accordance with the guidance below. The switched fused spur must provide full disconnection from all poles. This step must be completed by a qualified electrician.
 - a. Brown wire — live connect to the circuit.
 - b. Blue wire — connect to neutral.
 - c. Yellow & green wire — connect to earth.

5 | Control Dial

5-1 | Display

The control panel features a backlit LCD display. The backlight engages when any key is pressed, and dims while not in use.



Figure 8 | Control dial display

Table 2 | Icons and their meanings

Symbol	Steady	Flashing
	Comfort	
	Eco	
	Program	
	Room Temperature Mode (Not heating)	Device is heating
	Internal Temperature Mode (Not heating)	Device is heating
	Connected to WiFi	No connection
	Keypad locked	

5-2 | First power on

When the element is first switched on, the time will appear as 00:00.

The display will update to the correct time after connecting to the companion application.

5-3 | Standby mode

Tap  to switch between standby and heating mode

In standby mode, the display shows the current time.

The element does not heat in standby mode, however it can receive commands via the WiFi companion app.

5-4 | Heating modes

Tap  to change the heating mode

In any of the 4 heating modes, the display shows the target temperature.

The element will heat based on the chosen mode.

Tap  to switch between modes.

The icon on the display signifies the current heating mode:

 Comfort

 Eco

 Program

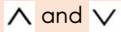
 Radiator



Control Dial

5-4-1 | Comfort mode

Set the temperature by tapping



In comfort mode, ☀ and 🏠 will display on the screen, along with the target comfort temperature.

In this mode, the element heats the room to a constant target temperature indefinitely.

🏠 flashes when the element is heating.

🏠 is solid when the element is not heating.

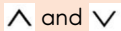
The temperature range is 7-30 °C and can be adjusted using the ^ and v buttons.

The comfort mode temperature set in this mode is used during comfort intervals when in program mode.



5-4-2 | Eco mode

Set the temperature by tapping



In eco mode, 🌙 and 🏠 will display on the screen, along with the target eco temperature.

In this mode, the element heats the room to a constant target temperature indefinitely.

🏠 flashes when the element is heating.

🏠 is solid when the element is not heating.

The temperature range is 7-30 °C and can be adjusted using the ^ and v buttons.

The eco mode temperature set in this mode is used during eco intervals when in program mode.



Eco mode is designed to be set to a lower temperature than comfort mode, providing a low-heat, energy-saving alternative when the ideal temperature is not necessary.

Control Dial

5-4-3 | Program mode

In program mode,  and the current time display on the screen.

In this mode, the element follows a user-customisable program to heat the room.

Assign hourly intervals of comfort, eco, or frost mode to your weekly schedule.

To modify the program, connect the element to the companion app. See **Section 7-3-3** for full instructions. It is not possible to set the program via the control dial.

The display will show an icon depending on which mode is currently programmed for the current hour:

 Comfort mode

 Eco mode

Frost mode (no sun or moon)

The default program is outlined in **Table 3**:



Table 3 | Default Program

Time	Monday - Friday	Saturday - Sunday
00:00	Frost mode	Frost mode
06:00	 Comfort mode	 Eco mode
08:00		 Comfort mode
10:00	 Eco mode	
17:00	 Comfort mode	
23:00	Frost mode	Frost mode

This default program will be used if the element is put in program mode before connecting to the companion app.

Control Dial

Frost mode

 flashes when the element is heating.
 is solid when the element is not heating.

Frost mode can only be activated when programmed with the companion app.

No sun or moon will display.

In this mode, the element maintains a minimum temperature of 7 °C. This prevents the room from freezing while not in use.



5-4-4 | Radiator mode

In radiator mode,  displays on the screen.

In this mode, the element regulates the radiator's internal temperature to a constant target temperature indefinitely.

 flashes when the element is heating.
 is solid when the element is not heating.

The internal thermostat measures the temperature of the heating fluid and instructs the element to heat or stop heating.

The temperature range is 30-70 °C and can be adjusted using the  and  buttons.



Control Dial

Timer function

Radiator mode includes a timer feature.

To cancel the timer, press

▼ until the display says "0H"

or

Press ⚙ to cycle through the modes

until 📺 displays again

When the timer is activated, the radiator will heat for the specified time, then automatically switch to standby mode and cease heating.

When the timer is running, the element displays the remaining time, rounded up to the nearest hour, instead of the temperature.



To set the timer:

- Hold down ⚙ until the display shows "2H".
- Use ▲ and ▼ to select the timer period from 0 to 8 hours, in steps of 1 hour.

5-4-5 | Child Lock

When active, the child lock prevents the touchscreen from receiving input.

To lock or unlock the touchscreen

Press and hold ▲ and ▼ together for 5 seconds

The 🔒 icon will appear and all keys will be locked. To unlock, repeat this process, and the 🔒 icon will disappear.

6 | Connecting to WiFi

6-1 | Downloading the App

Scan the QR Code to download the Smart Life app



The Ecostrad iQ WiFi Heating Element is designed to work with the Smart Life companion app.

Install the app and follow the instructions to create an account.



NOTE — The Smart Life app is a constantly evolving third party system. This guide was correct at time of printing but may differ slightly from future versions. Smart Life is designed to work on Android or iOS but older software versions may affect app presentation and performance.

6-2 | Adding Heater to the App

1. On the home page of the app, press  or "Add Device".
2. The app will start scanning, as shown by the message at the top of the screen (see **Figure 9**).
 - If this icon and text does not show, press  in the top right-hand corner.

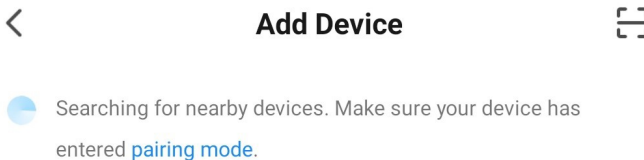
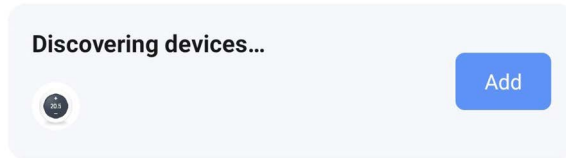


Figure 9 | Adding device on Smart Life app

3. Press  to put the radiator into standby mode.
4. Hold down the  button to activate pairing mode.

Connecting to WiFi

- The display will begin counting down from 99, indicating that pairing mode has been activated for 99 seconds.
5. The app will demonstrate that it has found the element. Press **Add**.



6. The app may ask you to choose your WiFi network and enter the password. Press **Next**.
7. The element will begin connecting. A confirmation will appear.
- The word "PASS" will show on the element's display.
 - A green tick mark will appear beside the element on the app.
8. Press **Next** on the app.
9. The app will confirm that the device has been added successfully.



Press  to change the element's name.

Press **Done** to return to the home screen.

Done

Added successfully



iQ WiFi Element 

Device added successfully

Connecting to WiFi

WiFi Connection — Troubleshooting

If the element does not connect on the first attempt:

- Make sure both the element and your smart device are in range of your router.
- Make sure you complete the connection process in 99 seconds. If the display reaches the end of the countdown, it will show "FAIL" on the display, and you must begin the process again.
- Ensure your router has a strong internet connection.
- Ensure WiFi and Bluetooth are enabled on your smart device.
- Depending on your device type and settings, location services may need to be enabled to achieve connection.
- Make sure the app has registered successfully.
- Make sure your smart device is connected to the same WiFi network as that to which you are attempting to connect the element.
- Ensure you are connected to a 2.4G WiFi band. See instructions within the app if you are currently connected to a 5G band.
- Check any local restrictions on your WiFi. WiFi networks in public places such as hotels and airports may require extra identification steps.



7 | Using the App

NOTE – The Smart Life app is a constantly evolving third party system. The guide below was correct at time of printing but may differ slightly from future versions.

7-1 | Home overview

Scan the QR Code to download the Smart Life app



You can use the Smart Life app to control multiple devices. All devices are displayed on the home screen with their status.

Possible statuses:

- Online – Heater will respond to app commands.
- Offline – Device is turned off at wall or power switch. It cannot be controlled by the app.



Figure 10 | Control interface on Smart Life app

7-2 | Control interface

Tap the heater listing to go to the control interface, as demonstrated in **Figure 10** on the previous page.

Here you can turn the element off and on, adjust set temperatures, choose mode and access weekly programmer and device settings.

7-3 | Choose mode

Tap  on the control interface to change the mode.

The four options correspond to the modes on the control panel, including comfort, eco, program, and radiator mode.

7-3-1 | Comfort mode

In comfort mode, the element will heat the room to the target temperature indefinitely.

To adjust the target temperature, simply slide your finger over the dial or press  and .

The element will heat the room to the target temperature indefinitely.

The comfort mode temperature set in this mode is used during comfort intervals when in program mode.

7-3-2 | Eco mode

In eco mode, the element will heat the room to the target temperature indefinitely.

To adjust the target temperature, simply slide your finger over the dial or press  and .

The element will heat the room to the target temperature indefinitely.

The eco mode temperature set in this mode is used during eco intervals when in program mode.

7-3-3 | Program mode

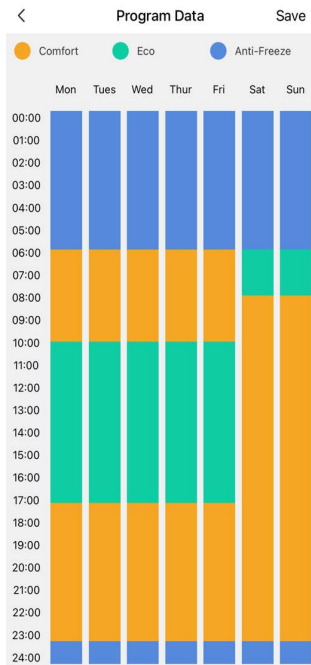
Tap the program data  icon on the control interface to configure a program.

- The program consists of 24 hourly intervals for each day.
- Tap an interval to choose comfort (yellow bar), eco (green bar), or frost (blue bar).
- Drag the start and end times of each mode block to make setting your program quick and easy.

NOTE – your set program will only run when the radiator is in program mode.

To change the programmed temperatures for eco and comfort mode, adjust the eco target temperature in eco mode, and adjust the comfort target temperature in comfort mode.

Frost mode will always be 7 °C.



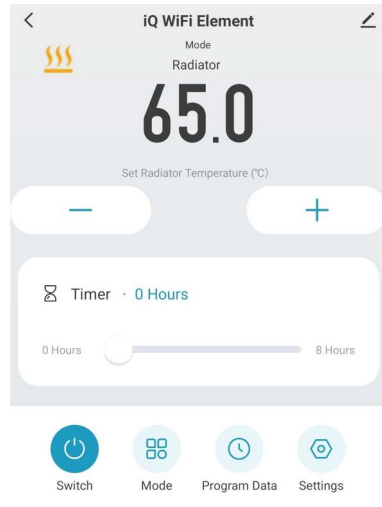
Using the App

7-3-4 | Radiator mode

In radiator mode, the radiator will regulate the temperature based on the internal temperature sensor.

This function is recommended when using the radiator to dry towels.

An optional timer is available for this mode. Once the timer ends, the radiator will switch to standby mode and cease heating.



7-4 | Device settings

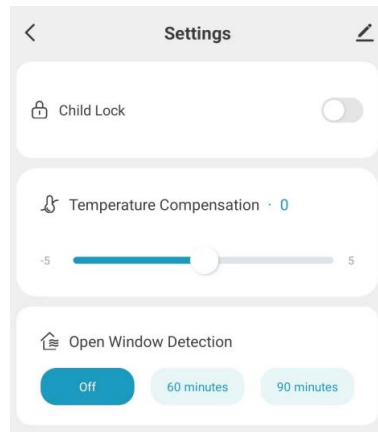
To access the settings menu, tap  from the control interface.

The settings menu allows you to configure settings not available through the control dial, including:

- Child Lock
- Temperature Compensation
- Open Window Detection

Tap  to edit settings specific to the app, including:

- Device Name
- Any automations the element is included in
- The quality of the element's network connection



Using the App

7-4-1 | Child lock

Use the toggle switch to lock or unlock the element display.

7-4-2 | Temperature compensation

Calibrate the temperature in steps of 1 °C from -5 °C to 5 °C. The default value is 0 °C.

This setting allows users to adjust for any discrepancy between the average room temperature and the temperature sensed by the element thermostat.

- If the temperature in the room is 18 °C, but the thermostat senses 16 °C, a compensation factor of +2 °C will correct the thermostat reading to 18 °C.
- The accuracy of the element's temperature reading can be affected if the unit is mounted in a hot or cold spot of the room — e.g., near hot water pipes or in a draughty doorway.
- The temperature sensor is the short probe on the reverse of the control dial.

7-4-3 | Open window detection

Options:

Off

60 Minutes

90 Minutes

Open window detection is an energy-saving feature designed to cut power to the unit if a window is opened.

- If the thermostat detects a sudden drop in temperature, (2 °C or more within 5 minutes), the element will switch to frost mode.
- While in frost mode, the radiator will only switch if the temperature drops below 7 °C. This helps prevent loss of energy as heat escapes through the window.

Using the App

The control dial will display OPEN when the open window function is triggered

The element remains in frost mode for 60 or 90 minutes, then resumes heating according to its previous settings.

If the temperature drops again, the cycle begins again.

Open window detection is enabled by default.



7-5 | Voice integration

The Smart Life app is compatible with both Amazon Alexa and Google Home.

To connect Alexa with Smart Life:

- Download the Smart Life skill onto your Alexa app.

To connect Google Home with Smart Life:

- Go to "Set up a device" in the Google Home app.
- Tap "Works with Google" and select Smart Life from the list.

Depending on your device, your voice control app may discover your heaters automatically, or you may need to prompt it to do so.

You can find quick guides for both Google Home and Alexa in the Smart Life app's FAQ section.

Make sure you assign the device a name that's easy for you to say and for your voice interface to understand.

Use  to change the radiator's name in the Smart Life app.

Note – the wording of some commands will differ depending on whether you use Alexa or Google Home. Please see **Table 4, "Voice commands,"** on page 29 for a full list of commands.

Using the App

Table 4 | Voice commands

	Command	Action
	• "Turn on <device name>" • "Switch on <device name>"	• Switches the radiator into heating mode.
	• "Turn off <device name>" • "Switch off <device name>"	• Switches the radiator into standby mode.
	Alexa • "Set <device name> to heat" Google Home • "Set <device name> to hot"	• Switches the radiator to comfort mode.
	• "Set <device name> to eco"	• Switches the radiator to eco mode.
	• "Set <device name> to Auto"	• Switches the radiator to program mode.
°C	• "Set <device name> to <temperature> degrees"	• In comfort or eco mode, this changes the set comfort or eco temperature. • In program mode, this changes the set temperature of whatever mode is currently running. • Choose value from 7 to 30. • This command only has an effect in comfort, eco or program mode.

Using the App

Table 4 | Voice commands

	Command	Action
  °C	• "Increase <device name> temperature" • "Decrease <device name> temperature" • "Make <device name> warmer" • "Make <device name> cooler" • "Raise <device name> temperature" • "Lower <device name> temperature"	• Increases or decreases the set temperature by 1 °C. • This command only has an effect in comfort, eco, or program mode.
  <x> °C	"Increase <device name> <x> degrees" "Decrease <device name> <x> degrees" "Raise <device name> <x> degrees" "Lower <device name> <x> degrees"	• Increases or decreases the set temperature by a number of degrees. • This command only has an effect in comfort, eco, or program mode.
Room °C	Alexa • "What's the <device name> temperature?" Google Home • "What temperature is the <device name>?"	• Reports the current room temperature sensed by the radiator.
Set °C	• "What temperature is the <device name> set to?"	• Reports the set temperature of the radiator.

8 | Warranty

The Ecostrad iQ WiFi Heating Element carries a 2-year guarantee.

What does the warranty cover?

Within the stated period, starting from the date the customer receives their unit, Ecostrad guarantee to repair or replace the unit where a fault is due to defects in materials or manufacturing.

What does the warranty NOT cover?

The warranty does not cover any defect arising from damage, negligence, usage outside the product's intended purpose or fair wear and tear. The warranty is only valid when the unit has been used at the specified supply voltage, and in accordance with all conditions specified in this manual. The warranty will be void if the element has been tampered with or opened in any way; if it has been used in open air, or in an unsuitable vessel; or if the ratings label has been removed.

The warranty does not cover failures and faults due to force majeure, accidental damage, mishandling, external impact, chemical agents or atmospheric phenomena, incorrect use of the device, the purchaser's faulty electrical installations, transporting the device or problems caused by the device being handled by persons not authorised by Ecostrad. The element is not a DIY product; an invoice may be required to confirm installation was carried out by a qualified professional. Ecostrad cannot accept responsibility for damage, loss or injury caused by incorrect installation, maintenance, cleaning or covering the device.

Warranty

How to claim

The warranty is a contract with the original purchaser and does not transfer if the unit is re-sold, gifted or inherited. Proof of purchase, including order number and order confirmation or invoice, will be required if a claim is made.

The warranty covers only the model shown on the purchase invoice. The warranty covers the repair or replacement of the defective product only and Ecostrad shall have no liability for installation costs or consequential losses however incurred.

Claims must be made with the establishment where the device was purchased. This warranty does not affect the customer's consumer rights.

9 | Disposal



In accordance with WEEE Directive 2012/19/EU, the icon with the crossed-out waste bin on electrical or electronic equipment stipulates that this equipment must not be disposed of with household waste at the end of its life. You will find collection points for free return of waste electrical and electronic equipment in your vicinity. The addresses can be obtained from your local authority.

The separate collection of waste electrical and electronic equipment enables the re-use, recycling and other forms of recovery of waste equipment, and prevents any negative effects for the environment or human health caused by the disposal of hazardous substances potentially contained in the equipment.

For queries, contact:

The UK manufacturer

Ecostrad Ltd.
Unit 21 Ash Way
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Thorp Arch Trading Estate
WETHERBY
West Yorkshire
LS23 7FR

The ROI importer

Ignition Heatco Ireland Limited
Unit 282
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