

TROUBLE SHOOTING

If your heater fails to operate, please follow these procedures:

This heater has a thermal cut-off protection. If the thermal cut-off protection trips, **switch off the power, Switch off the circuit breaker.** The unit should reset automatically after 10-30 minutes. If the thermal cut-off protection trips again, consult a certified/licensed electrician to determine the reason for overheating.

Problem	Probable Cause	Solution
Unit is not heating.	Overheat protection has temporarily deactivated the heater.	Turn the heater OFF. Switch off the circuit breaker. Wait 10-30 minutes before turning on the heater.
	Breaker/Fuse has been tripped.	Check your electrical box to confirm the breaker has not been blown. This may occur if the receptacle is shared with other high consumption appliances.
The heater is producing a burning smell.	Check & ensure there are no combustible materials within 0.9 meters (3 feet) surrounding the heater.	Remove any combustible items from the vicinity of the heater.
	A drop of oil fell on the heating coil during the manufacturing process. It will quickly evaporate and should not occur again.	Ensure room in which heater is situated is well ventilated.
	Ensure a minimum clearance of 1 foot (0.3 m) from both sides and rear of heater to any adjacent surface/wall.	Reposition the heater so there is enough space between the heater and any adjacent surface/wall.

PLEASE DO NOT ATTEMPT TO OPEN OR REPAIR THE HEATER YOURSELF. DOING SO COULD CAUSE DAMAGE TO THE HEATER OR PERSONAL INJURY.

How long is the warranty?

This heater comes with a ONE-YEAR LIMITED COMPONENT WARRANTY. If your unit does not appear to be working properly, please contact our service center by calling 1-800-317-1688. Prior to your call, we encourage you to visit our service related website www.DrHeaterUSA.com for troubleshooting tips and service instructions if needed.

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