

# Select Portable Infrared Panel Heater

## Smart infrared heater

### Setup and operating guide



#### Models

#### Select Portable Infrared Panel Heater

HS500PR	HS500PR-EU	500 Watts	220 – 240V 50Hz	IP20	2.4GHz wifi
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#### Notice to the purchaser

Before using this product, you should determine its suitability for its intended use. Herschel Infrared Ltd cannot accept responsibility for damage, loss or injury caused by ingress of water or moisture, accidental damage, mishandling, external impact, adjustment by unauthorised personnel or failure to follow the correct maintenance and safety precautions as stated in this manual. Refer to Herschel Infrared Ltd’s warranty policy for full details. See <https://www.herschel-infrared.co.uk>



The product complies with European Safety Standards Low Voltage Directive 2014/35/EC, EMC Directive 2014/30/EC, RoHS 2011/65/EC & Ecodesign requirements for local space heaters 2009/125/EC.  
Original instructions covering Select Portable Infrared Panel Heaters produced from 12/2020 onwards



## IMPORTANT SAFETY PRECAUTIONS

Failure to observe these instructions will invalidate the warranty.  
Do not disassemble. No user-serviceable parts inside.



### **WARNING**

#### **TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY**

This appliance must be disconnected from its power source during setup or service activities and when replacing.

The heater is equipped with a sensor providing temperature control of the unit and the surrounding area. Nevertheless the panel surface can rise to 90°C / 194°F (depending upon input voltage) and must not be operated in locations where people can fall or become immobile next to the heater.

**DO NOT** touch the heater when in use. Prolonged contact with the heater will cause burns and injury.

The heater has internal safety thermal cut out sensors. However, in order to avoid overheating and potential fire hazard, **DO NOT** cover the heater under any circumstances. **DO NOT** locate the heater within 400mm of any flammable materials (eg. Furniture, curtains).

**DO NOT** operate the heater if the cord or plug is damaged or after the heater malfunctions, or if it has been dropped or damaged in any manner. Make sure that the heater itself, the plug and the cable are free of any visible signs of damage. If the cord is damaged the appliance must be sent for repair to an authorised Herschel Dealer.

This heater must only be used for the heating of people or buildings. The heater is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge. Children should be kept away and should not be left unsupervised around the unit. **DO NOT** use outdoors.

All operators should only switch on/off the appliance provided that it has been placed or installed in its intended operating position in accordance with these instructions. Children must not plug in, switch on or regulate the appliance or perform user maintenance including cleaning.

The heater must be mounted on a non-flammable surface. To avoid the heater tipping over the surface must be horizontal, even and un-broken.

**DO NOT** place this heater directly underneath mains sockets.

Herschel panels are designed for use with an AC voltage between 220-240 volts, 50 Hz AC. If your supply voltage exceeds 240 Volts do not use the heater and refer to your local dealer. Failure to adhere to this will void the warranty.

This heater is a Class 1 appliance and must be earthed. The electrical supply to each heater should be protected by a fuse or residual current device with overcurrent protection (RCBO) or Ground Fault circuit interrupter (GFCI) suitable for the electrical rating of the appliance.

For certain public buildings like schools and care homes the heaters must be operated according to the specific legislation for these types of buildings. Please check before use.

## CAUTION

Any fixed mains wiring outside the heater coming into contact with the heater must be protected by sleeving with a temperature rating of at least 90°C.

Ensure that the power cable is not coiled. DO NOT attach excess mains cable to any part of the heater.

DO NOT drill through the heater as this will cause irreparable damage and is also dangerous.

DO NOT connect a heater that is damaged in any manner to the power network.

**For mounting the Herschel heater use the supplied feet only and install in accordance with this installation guide.**

## WATER INGRESS PROTECTION IP20

Herschel Select Portable Infrared Panel Heaters are rated to a standard (minimum IP20). DO NOT place within the immediate surroundings of a bath, shower or where the unit can be splashed. It must not be possible for the switches on the heater to be operable by anyone in a bath or shower. It must not be possible for the heater to be moved or knocked so as to fall into a bathtub, shower, swimming pool or other water container. DO NOT allow the mains cable to rest in water.

Herschel Infrared Ltd shall not be liable for any loss, damage or injury caused or resulting from inadequate fitting or incorrect placement of heaters close to water sources.

**SAVE THESE INSTRUCTIONS.**

## 5 YEAR WARRANTY



Register your product here <https://www.herschel-infrared.com/customer-service/warranty-registration/> or via the QR code.

Within five years from date of purchase Herschel will repair or replace the heater where the fault is due to defects in materials or workmanship. This warranty is for standard domestic use only and excludes commercial uses. In the event of a warranty claim please visit the Customer Service area of the Herschel Website and follow the Warranty Claim process. You will need proof of purchase and photographs of the heater.

A prerequisite for validity of the warranty is use at the specified supply voltage of the heater and use in accordance with the conditions specified in this manual. Any further warranty or claims are excluded.

The warranty covers the repair or replacement of the defective product only and Herschel shall have no liability for installation costs or consequential losses however incurred. The decision to repair or replace will rest solely with Herschel and any replacement will be as close as possible in specification to the failed heater.

Removing the serial number will void the warranty. The warranty will also be void if the heater has been tampered with or opened in any way.

The product power label must be left on the panel.

Herschel Infrared Ltd will assume no responsibility for scratches on surface or frames after first use.

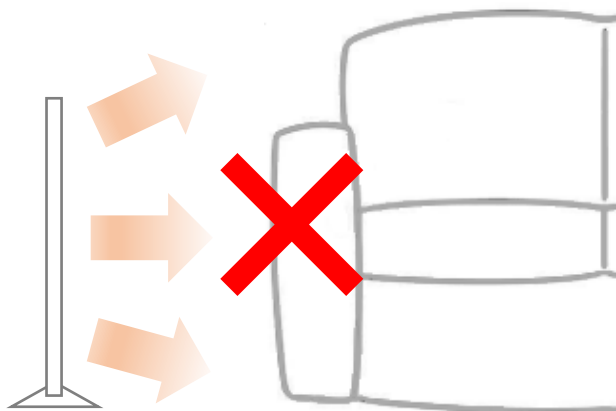
Note your serial number for future reference

## Your new Herschel Heater

Thankyou for purchasing a Herschel Select Portable Infrared Panel Heater. This 500 Watt modern Infrared panel heater Incorporates the very latest in heating technology and control with Herschel's SMART-R system and slimline frameless design, you will enjoy many years of low energy, smart and comfortable heating.

We've tried to make setting up and using your heater as easy as possible. Please read these instructions fully and retain for future reference. If you have any questions our website also has many FAQs or you can call, message or online chat with us, we are always happy to help ensure that you get the most from your new Herschel heating system.

## Positioning your Portable Infrared Panel Heater



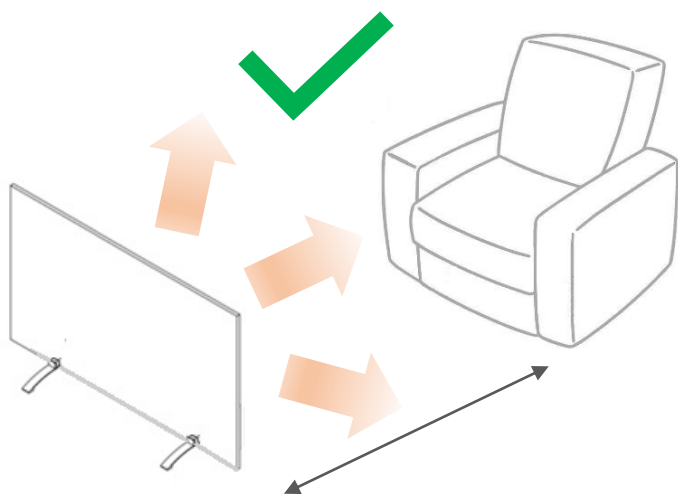
This is a low energy use infrared panel heater. It is designed to provide a convenient way to top-up your heating where the main room heating is insufficient or not close enough to you.

It is intended as a supplementary heater, not as the main heat source for a room.

Place the heater where it will not be immediately obstructed by objects (like furniture or curtains) or where it cannot effectively radiate out, such as the edge or corners of a room. Large objects placed in front of the heater will heat up and can prevent effective heat dispersion.

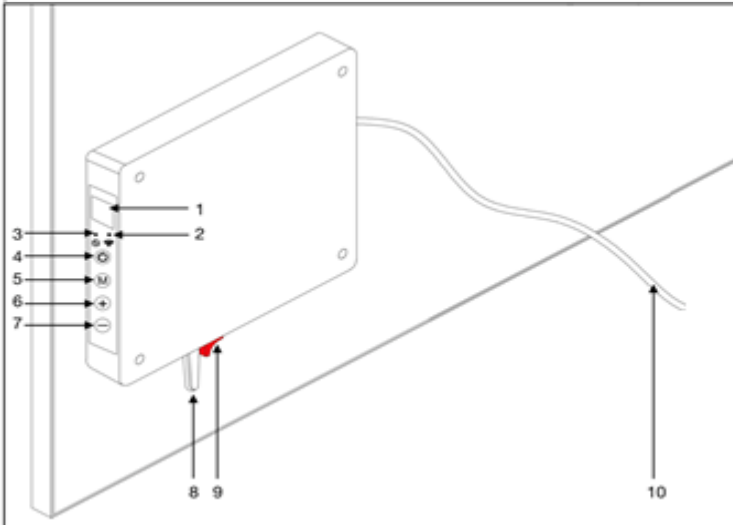
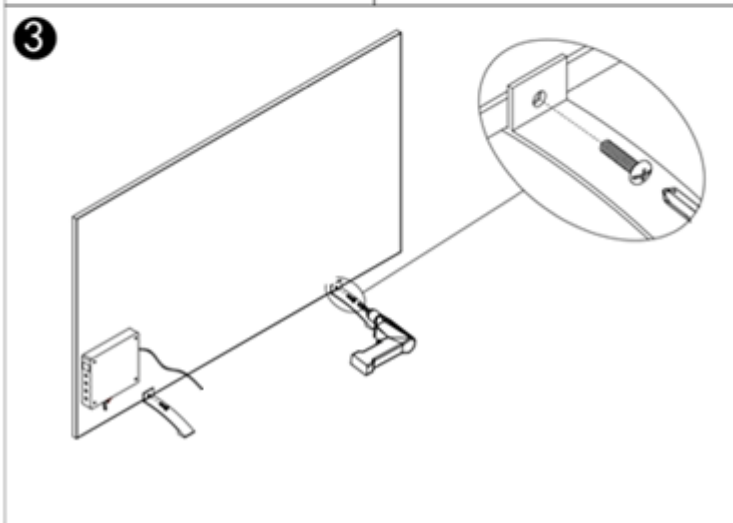
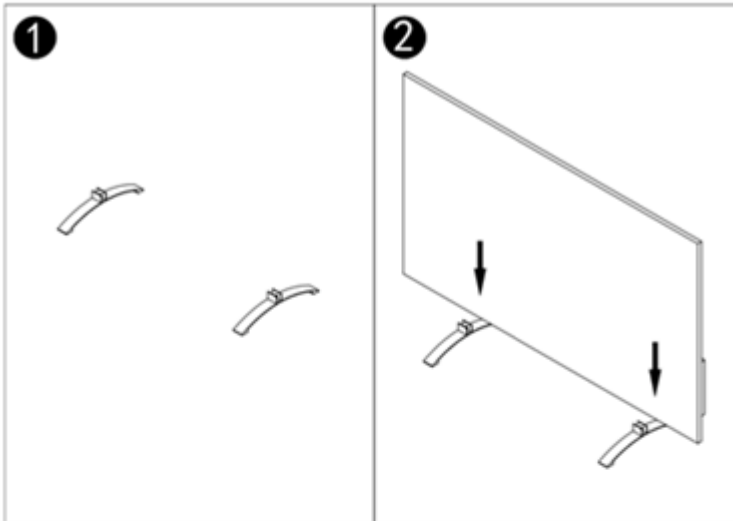
The heater must be placed on horizontal, even and unbroken surface.

The feet supplied with the heater must be used and provide the correct distance for the heater from the floor and objects to the rear (like a wall). The heater must be at least 400mm from objects placed in front.



400mm minimum distance from objects

## Setup



1. Find the two feet supplied in the package.
2. Fit to the long lower side of the heater. The SMART-R power box at the back of the panel should be at the bottom edge of the heater.
3. Use a screw driver to tighten the friction screws against the rear surface of the heater. (Note: tightening the screws against the front will damage the front surface of the heater).

The Select Portable Infrared Panel Heater comes with a factory fitted plug and can be plugged into an available socket in the room.

The SMART-R receiver allows your Portable heater to operate in two different ways according to preference:

- It will heat to a fixed temperature you set on the receiver when you switch the heater on at the wall.
- It can connect to wifi and be managed via the SmartLife App.

Controls on the SMART-R receiver are as follows:

1. LED display showing setpoint temperature
2. Wifi indicator
3. Timer On/Off indicator
4. On / Off button
5. Manual pairing button
6. Manual Temperature Increase
7. Manual Temperature Decrease
8. Built-in Thermostat. Pull gently downwards to sense the temperature around the heater.
9. Power Switch (I = On, O = Off)
10. Mains cable.

## Operation

### Heat to a fixed temperature with the built-in thermostat on the receiver

The heater can be simply operated by switching it on at the wall and setting a fixed temperature on the SMART-R receiver.

ECODESIGN Notice:

When used in this simple operating mode, the Select Portable Infrared Panel Heater should only be used in well insulated spaces for occasional use and should not be left operating permanently switched on.

Operation

Pull the thermostat (8) gently out from the bottom of the SMART-R box until it stops.

Switch the mains socket ON.

Switch the Power Switch (9) on ('I' position on rocker switch) and ensure it illuminates RED.

The heater will warm up until it senses the default local temperature of 37°C is reached at which point it will switch off.

You can lower the set temperature using the – button on the side of the SMART-R receiver. You can only raise the temperature (using the + button) to 37 °C.

### Heater control using the Smartlife App

The Select Portable Infrared Panel Heater can be more comprehensively controlled using the SmartLife App. This allows you to set a heating schedule including an AWAY (Holiday) mode and enables voice control via Alexa or Google Assistant.

ECODESIGN Notice:

When used with the SmartLife App, the Select Portable Infrared Panel Heater is fully ECODESIGN compliant and can be permanently set up and left switched on.

### Downloading & Installing the Smartlife App

Scan the QR code below to download the Smartlife App from the App Store or Google Play.

Alternatively, search “Smart Life” on Google Play or the App Store & look for this icon.



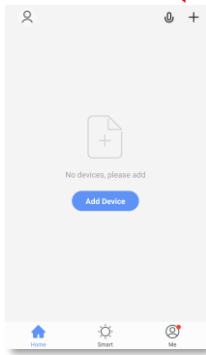
After installing and opening the Smartlife App, you must register an account using an email address and password and accept the terms of use.

Before starting pairing, please ensure:

- Your mobile phone is connected to the 2.4GHz wifi signal from your router. Some routers also issue a 5GHz signal, so be sure to select the 2.4GHz option.
- Switch off “Wifi Assist” (iOS phones). You can switch it back on after pairing.
- Be sure to be connected to your main router and ensure your heater is within range of your router.

### Pairing

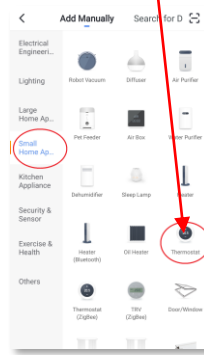
Tap '+' top right of App



If this is your first thermostat you are adding you will be asked to enter your Wifi password.

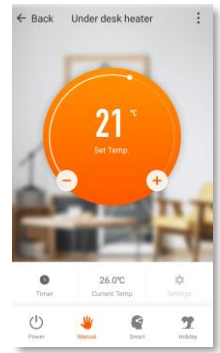
You will not have to do this when you add subsequent thermostats to the App.

Select "Small Home Appliances" and then "Thermostats"



Activate the Power switch on the heater, check the power signal light is on. The Wi-Fi pairing indicator will start to flash rapidly.

Follow the instructions on the App to pair.



If you failed to pair, click "Retry" in SmartLife App. Long press the "M" button (5) on the control box to reset the pairing mode of the heater, following the directions in the SmartLife App.

In situations where several wifi connections are available and the heater fails to find the right router connection, we recommend you try the Alternative Pairing mode offered by the SmartLife app. This is an option offered by the App if normal pairing mode fails.

More detailed help is available online via the Help & Support section of your local Herschel Website.

### Operations available on the SmartLife App

From the main screen of the Smartlife app, you can access the following management features for the heater, which are described more fully on the following page:

- Power On / Off (turns the heater on and off)
- Temperature override (Orange circle with + and – buttons)
- Manual Operation
- "Smart" Operation (Program Mode)
- Holiday Mode
- Settings
- Timer

### Changing Network / disabling Wifi

You can move the heater to a new network if you need to. You will have to –repair with the SmartLife app.

You can also de-activate and re-activate Wifi and revert to simple on/off mains power control. Long press the 'M' button on the receiver for 10 seconds to de-activate (blue Wifi LED goes out) and re-activate wifi (blue LED comes back on).

## Explanation of operating modes

### Smart mode

Your Herschel Select Portable Infrared Panel Heater works most efficiently when it is set up to run against a program controlled by the SmartLife App. This program will always ensure your heater reaches the temperature you want at the time you want it, each day of the week. This is represented by the “Smart” function on the App. So usually you will want to set up and run the heater in Smart mode. To enable Smart mode touch the “Smart” icon on the App main screen and alter the program settings in “Settings”.

### Manual mode

Selecting Manual mode allows you to set and maintain a constant temperature that does not vary with the time of day. Once you set a temperature using Manual mode, your Portable Infrared Panel Heater will maintain this temperature until you give it another command. Select Manual mode by touching the “Manual” icon on the App main screen and alter the temperature up or down using the + and – buttons.

### Override

You can always override the Programmed or Manual set temperatures to be higher or lower by using the + or – keys on the App main screen to change the temperature. When operating on Smart mode, the heater will maintain the override temperature until the next programmed period (when the next programmed temperature will be set). Under Manual mode, the override temperature will remain set until you change it again manually.

### Holiday Mode

There is also a Holiday mode which allows you to save energy by setting a lower temperature while you are away. The Holiday mode has a day-counter feature allowing you to set the number of days you are away and return the heating to normal operation ahead of your return.

Select Holiday mode by touching the “Holiday” icon on the App main screen. Select Days away using the slider and set your holiday temperature using the + or – buttons. We recommend ending holiday mode at least one day before your return to allow your house to warm back up again.

### Settings

“Settings” on the App allow you to change The Smart mode program schedules and temperatures.

### Timer

A timer function is available in 24 x 1hour increments. This turns the heater on for the specified number of hours. The heater will only heat to the setpoint temperature.

### Device Details

You can alter other details about your Portable Infrared Panel Heater including enabling Alexa or Google Assistant or sharing control of your device with other members of your family by tapping the pencil icon at the top right of the App main screen.

If you begin to use Smartlife to control other Home Automation devices, then you can also integrate your heater control with other home automation tasks that you set up in SmartLife from the Device Details screen.

### NOTE:

When restarting the heater after it has been switched off for any length of time, please give the heater time to re-connect with your router before operating via the app. This can sometimes take a few minutes.



## Cleaning and maintenance



### General

Please note it is possible the heater may discolour with use – this is caused by airborne pollution and is not a fault.

The heater is designed to last many years and incorporates several safety features, but if the heater has not been used or installed in adherence to these instructions, emits any noise, smell, or shows rapid discolouration of the surface, discontinue using the heater and refer to Herschel Customer Service or your local Herschel dealer.

The Herschel panel must be installed, uninstalled, cleaned or transported only when cold.



### Painting

The Select Portable Infrared Panel Heater can be painted to match décor using a suitable heat resistant paint. However, Herschel will not be responsible if the paint deteriorates or discolours. Any rights to return the heater for a refund within statutory periods will be voided where the heater has been painted. Painting the panel will not affect your warranty for repair or replacement.



### Cleaning

Before attempting to clean the panel, unplug the heater, isolate the unit from the electrical supply and allow it to completely cool down.

DO NOT immerse the Herschel panel heater in water or splash water onto it.

Clean the heater with a damp cloth. For glass models glass cleaner can be used. Never use a wet cloth. When clean, dry the surfaces with a dry cloth.

DO NOT apply abrasive materials, solvents or solvent wipes to the surface as this can cause irreparable damage. Wait until the unit is completely dry before use.



### Repair

DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit, doing so will void your warranty. Repairs must only be carried out by Herschel or an authorised Herschel service partner.



### Disposal

The heater is an electrical product and must not be disposed of in household waste. A high percentage of the heater can be recycled. Please treat as electrical waste and recycle in accordance with local regulations.

