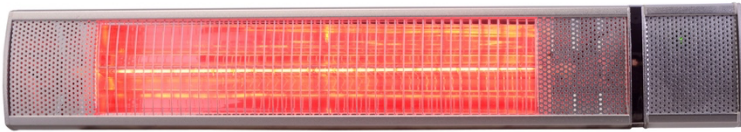


INSTRUCTION MANUAL

Patio Heater - Model: TW20R



This heater is for outdoor and selected indoor use.

Application recommended for use under covered outdoor areas. Areas such as patios, verandas, balcony ceilings and spot heating indoors for open areas including drying rooms, studios and exercise spaces.

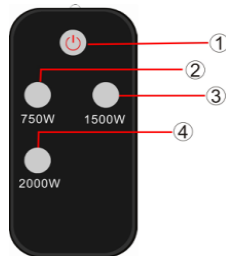
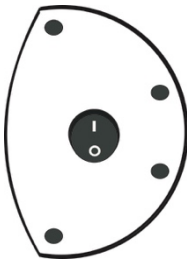
IP65 Rated Enclosure – IP65 rated as "dust tight" and protected against water projected from a nozzle. Not for continuous wet environments or mounted directly in rain.

These operating instructions will help you use this heater properly and safely.

We recommend that you spend some time reading this instruction manual in order that you fully understand all the operational features it offers.

Read all the safety instructions carefully before use and keep this instruction manual for future reference.

OPERATING INSTRUCTIONS



The rocker power switch on the right-side controls power ON / OFF.

1. Power ON / OFF (1)
2. Then select your desired heat output:
(2) 750W (3) 1500W (4) 2000W

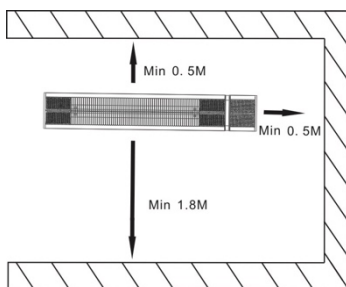
SAFETY WARNINGS

Please follow all the safety precautions listed below for safety and to reduce the risk of injury or electrical shock.

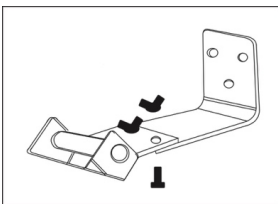
- Always ensure that your power supply voltage matches this appliance's rating label.
- Never leave the appliance unattended while in operation.
- Always unplug the appliance when not in use.
- This heater is hot when in use, do not touch when in use.
- Keep combustible materials such as furniture, pillows, bedding, papers, clothes, and curtains at least 1m from the heater.
- The heater element must be facing the area it is to heat, and not up towards a ceiling.
- **Warning:** In order to avoid overheating do not cover the heater.
- Only adults should operate this device, keep the remote out of reach from toddlers and young people.
- Do not use the product if there are any visible signs of damage to the appliance.
- Do not attempt to repair or adjust any electrical or mechanical functions on this unit. The unit does not contain any user serviceable parts. Only a qualified electrician should perform servicing or repairs, attempting to repair the unit yourself will void the warranty.
- If the mains cable is damaged it must be replaced by a qualified technician to avoid a hazard.
- Do not handle the element with bare hands. If it is inadvertently touched, remove finger marks with a soft cloth and methylated spirits or alcohol, otherwise the marks will burn into the element causing premature heater failure.
- Do not replace or attempt to replace the element in this product.
- Do not operate the appliance in direct sunlight, near heat sources, humid environments or in places near water or other liquids such as bathrooms, showers or swimming pools
- This product must not be left outdoors exposed to the elements for long periods of time.

- Do not operate with wet hands or spill water or other liquids on to the appliance the mains cable or plug.
- Do not insert or allow foreign objects to enter any ventilation or opening on the heater, as this may result in electric shock, do not block air vents
- Do not use the appliance in areas where petrol, paints or other flammable substances are used or stored.
- Always position the appliance with the mains plug in an accessible position and avoid the use of an extension cables as they may overheat and create a potential fire risk.
- Always ensure the heater is plugged into a suitable socket, one that is tested for outdoor use.
- To disconnect heater, turn switch to OFF, then remove plug from socket. Do not unplug by pulling on the power cable.
- **Warning:** This heater is not equipped with a thermostat to control the room temperature. Do not use this heater in small rooms when occupied by persons not capable of leaving a room on their own, unless constant supervision is provided.
- Check exterior walls for communication and electrical cables and pipelines. - Should any service lines be present in the immediate vicinity do not install your heater, find an alternative location to install this product.
- Do not use this heater with a programmer, timer, separate remote-control system or any other device that switches the heater on automatically, since a fire risk exists if the heater is covered or positioned incorrectly.

INSTALLATION



For safe use of the product, the product installation position should have a minimum height of 1.8 m from the ground, and a minimum distance of 0.5 m from both side walls, ceiling and roof.



Before fixing the heater, make sure the rocker power ON/OFF switch is on the right side of heater, screw the mounting bracket to your wall or ceiling, then fix the bracket to the heater using two M6*14 screws and butterfly nuts. Ensure the power cable is not touching the heater.

MAINTENANCE

Attention! Careful and regular maintenance of Infrared Heater is required to attain a long and efficient operation of your appliance.

1. Check the cleanliness of the Reflector and IR-Filament at least once a month. If necessary, apply cleaning and maintenance instructions.
2. The number of checks may be increased considering the amount of dust in the environment.
3. Check the deformation of the Reflector, Wire and Frame visually while cleaning the appliance. In case of any deformation, consult a qualified technician.
4. Check the power cable and plug visually while cleaning the appliance. In case of any deformation, consult a qualified technician.
5. It is recommended to change the reflector every 2 years for more efficient operation.

CLEANING

Attention! Regular and careful cleaning helps your heater to operate efficiently for many years.

1. Unplug your power cable for your safety before cleaning your appliance.
2. Take out the front grid wire through the inlets on the frame using a slotted screwdriver.
3. The reflector and filament must be cleaned with a soft cloth, a smooth brush or cool or dry air. The cloth may be damp but never too wet and the cleaner should not include any chemicals.
4. Refrain from using cleaning materials / cleansers likely to damage the reflector.
5. Reinsert the wire grid using a slotted screwdriver.

SPECIFICATIONS

Model: TW20R **Voltage:** AC220-240V **Frequency:** 50/60Hz **Electric Power:** 2000W

SUPPLIER DECLARATION OF CONFORMITY (SDoC)

In accordance with ISO/IEC 17050-1:2004

SDoC Identification Number¹: MCL-TW20R-20042021

Issuer details

Name² (of New Zealand manufacturer or importer):

Market Connect Limited

Telephone: +64 06 348 5577

New Zealand Company No. (if applicable): 9429047734869

Email Address: sales@ceraform.nz

Contact Address:

6 Heads Road, Wanganui 4500, New Zealand

Medium Risk Article – Details³ (Product name, type, rating, brand, model, batch numbers, and serial numbers, as applicable):

Trade Mark: Market Connect Ltd

Description: Radiant Heater

Model/Type: TW20R

Rating: Class I, 220 V – 240 V, 50 Hz – 60 Hz, IP65, 2000W.

The Medium Risk Article listed above, fully complies:

With cited standard(s), as listed⁴:

Standard number and issue year: IEC 60335-1

Edition / Amendment status: 4.2

Standard title:

Household and similar electrical appliances - Safety - Part 1: General requirements

Standard number and issue year: IEC 60335-2-30

Edition / Amendment status: 4.2

Standard title:

Household and similar electrical appliances - Safety - Part 2.30: Particular requirements for room heaters

AS/NZS ZZ modified Yes ☒ No ☐ N/A ☐

AS/NZS ZZ modified Yes ☒ No ☐ N/A ☐

OR Complies with the Conformity Cooperation Agreement (CCA)⁵ Yes ☐ No ☒

OR is registered on the EESS database & the declarer is registered as the responsible/affiliated supplier⁶ Yes ☐ No ☒ EESS Equipment # _____

Names and addresses of any Evaluating/Testing/Certification organisation or body used

Name(s): ACT NZ Limited trading as NZRCM

Address(es): 1066E Great South Road, Mount Wellington, Auckland 1060, New Zealand

Name(s):

Address(es):

Reference to relevant test reports/certification and the issue date that show how compliance is achieved

Supporting document(s) used, to show how compliance with the declared standard(s) is achieved or CCA certification:

Test Report (IEC 60335-2-30:2009 Edition 5.0 used in conjunction with IEC 60335-1:2010 Edition 5.0 compliance with AS/NZS national differences)
Certificate (AS/NZS 60335.2.30:2015 A1-A3 with AS/NZS 60335.1:2020)

Report Certification or Document reference N°(s):

NBES150800109201

SGS/210035

Issue dates(s):

31/03/2016

21/01/2026

Reference to any management quality system involved: -

Additional information⁷: Comply with schedule 4 requirements

Declaration (signed for and on behalf of)

Name and position as authorized by the issuer⁸:

Hayden Gleeson, Sales & Marketing

Issuer Identification (as affixed to the article):



Signature:

Date:

SUPPLIER DECLARATION OF CONFORMITY (SDoC)

In accordance with ISO/IEC 17050-1:2004

Notes for completion

1. Every declaration of conformity should be uniquely identified.
2. The responsible issuer must be unequivocally specified and either be the NZ manufacturer or the importer (NZ).
3. The "Article" must be adequately described so that the declaration of conformity may uniquely be related to the declared article in question. For mass-produced products, it is not necessary to give individual serial numbers. Where variants of an article are to be covered, these must be fully detailed.
4. The cited standard is the applicable specific safety standard exactly as it is cited in [Schedule 4 of the Electricity \(Safety\) Regulations 2010](#) or AS/NZS 3820, at the date that the declaration is signed. Where compliance with the AS/NZS 3820 is claimed, a supporting document will be required that shows how each clause of the AS/NZS 3820 standard is complied with.
5. This is for products imported and offered for sale under the explicit control of the China "Conformity Cooperation Agreement" such product will be marked in accordance with that agreement and NZ suppliers of such product should obtain documentary evidence to support any claim that a product is covered by that agreement. Warning a product offered for sale that is marked in accordance with the CCA, that is not actually covered by the CCA is illegal and subject to a fixed Infringement Fee fine. No details of any cited safety standards are required on the declaration.
6. The Electrical Equipment Safety Scheme (EESS) registration can be checked at the following link - <https://equipment.era.gov.au/Registration/EquipmentSearch.aspx?atn=public>. Consumers can just enter the EESS equipment number on the database to check the registration and registered supplier of that equipment. The product declared must exactly match the details listed on that database and the NZ declarer must be the named Responsible or Affiliated supplier registered for the specific product. No details of any cited safety standards are required on the declaration. (Note: If registered as previously described, completion of the SDoC is entirely voluntary, as Regulation 83A recognises EESS registration directly.)
7. Text should appear here only if any limitation on the validity of the declaration of conformity and/or any additional information are given.
8. Full name and function of the signing person(s) authorised by the issuer's management to sign on its behalf should be given. The number of signatures, or equivalent, included will be the minimum determined by the legal form of the issuer's organisation.

Continuing validity of the declaration of conformity

The issuer of the declaration of conformity shall have adequate procedures in place to ensure the continued conformity of the declared medium risk article, as delivered or accepted, with the stated requirements of the declaration of conformity.

The issuer of the declaration of conformity should have procedures in place to continually evaluate the validity of the declaration of conformity, in respect of the product declared, in the event of:-

- a) Changes significantly affecting the article design or specification by the manufacturer? ; and/or
- b) Being aware of relevant information indicating that the article may no longer conform to the specified requirements?; and/or
- c) Change of product manufacturer or structure of management of the product manufacturer?; and/or
- d) Change of supply of any critical safety or protective components?; and/or
- e) Changes to the safety standards cited in Regulations, for product imported / NZ manufactured, after the new citation take effect? (Note: This does not apply to equipment imported under the CCA or currently registered on EESS by the NZ supplier, where the continued validity is governed by other rules.)

Additional information regarding the declaration

Although not required by the ISO/IEC 17050, "Issuer Identification" affixed to the article: this marking should identify the issuer of the SDoC and may be for example in the form of a NZ GST N°, NZ Company N°, or Unique NZ brand name or trademark, etc. Failure to mark a product with such unique identification may result in the issuer being held responsible for compliance of an article that may not have been supplied by the issuer, unless the issuer can prove otherwise! This is particularly relevant where the same or very similar model, may be imported by other NZ suppliers and is perhaps not compliant.

A copy of the SDoC and test report(s) (certification) and/or other supporting compliance documentation must be available, if the supporting compliance documentation is not available directly from issuer, the name and address of from where it can be obtained from, must be provided by any supplier within the New Zealand supply chain. (Note: A copy of the SDoC and supporting documentation must be available within 10 working days after being asked to do so by Energy Safety, also a copy of the SDoC (only) must be provided within 10 days of request by a purchaser or potential purchaser, of the article declared).

A person who sells or offers for sale, a declared medium risk article commits an offence, if at the time of sale or offer to sell, a valid declaration of conformity for the article has not been made, or the person cannot provide a copy of the declaration of conformity, along with the required supporting documentation, within the timeframe allowed. Penalties associated with a grade "A" offence are fines, not exceeding \$10,000 for an individual or \$50,000 for a body corporate (company) if successfully prosecuted, or a fixed infringement fee, of \$1,000 for an individual or \$3,000 for a body corporate (company).

See [listings of the current regulatory definitions for electrical equipment deemed to be medium risk articles](#), on the Energy Safety website www.energysafety.govt.nz.

This form can be edited to increase any text box size, in order to insert more detail, than the current space allows, if required.

This is an example ISO/IEC 17050-1 form for a recognised declaration of conformity; any other form complying with the requirements of ISO/IEC 17050-1:2004, may be used instead, for the purpose of Electricity Regulation 83.

Nothing prevents this form being extended to act as an SDoC, for other regulatory purposes.

This completed form remains with the issuer as part of the documentation required as evidence of compliance
DO NOT submit a copy of this form to Energy Safety unless specifically requested to do so.