

**ECLIPSE SMART-HEAT™  
ELECTRIC PORTABLE**

BY BROMIC

**INSTRUCTION MANUAL**

---



SCAN FOR  
LATEST MANUAL



SCAN FOR APP  
ON APP STORE



SCAN FOR  
APP ON PLAY  
STORE



**WARNING**

**PLEASE READ AND SAVE THESE  
INSTRUCTIONS FOR FUTURE REFERENCE**

# IMPORTANT INSTRUCTIONS

This manual contains important information about the installation, operation, and maintenance of Eclipse Smart-Heat™ Portable Electric Heaters. Please pay close attention to the important safety information shown throughout this instruction manual. Any safety information will be accompanied by the following safety alert symbols

## DANGER, WARNING, IMPORTANT

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock, and injury to persons, including the following:

- READ THIS MANUAL CAREFULLY - Read all instructions before installing, servicing or using this heater.
- Installation must comply with local building code.
- This heater is hot when in use. To avoid burns, do not let bare skin touch the hot surfaces.
- Keep heat sensitive materials such as furniture, pillows, bedding, papers, clothes and curtains at least 1 metre from the heater head in all directions.
- Improper installation, operation, or maintenance can result in death, severe injury, or property damage.
- Extreme caution is necessary when any heater is used by or near children or people who are infirmed and whenever the heater is left operating and unattended.
- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a licensed electrical contractor before reusing.
- To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnection panel.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire or damage the heater.
- A heater has hot parts inside. Do not use it in the areas where gasoline, paint or flammable liquids are used or stored.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- This appliance is intended for installation with 220-240 Volt Power supply
- Installation MUST be carried out by a licensed and authorised technician in accordance with local electrical codes.
- This product is intended for domestic and commercial use.
- International Registered Designs pending
- SAVE THESE INSTRUCTIONS

### Correct disposal of this product



This marking indicates that this product should not be disposed with other household wastes throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer from whom the product was purchased so that they may organise environmentally safe recycling.

**BROMIC**  
HEATING

**Head Office:** 10 Phiney Place, Ingleburn, NSW 2565 Australia

**Telephone:** 1300 276 642 (within Australia) or +61 2 9748 3900 (from overseas) **Fax:** +61 2 9748 4289

**Email:** enquiries@bromic.com **Web:** www.bromic.com/heat

Note: Bromic Pty Ltd reserves the right to make changes to specifications, parts, components and equipment without prior notification. This installation, operation and service manual may not be reproduced in any form without prior written consent from Bromic Pty Ltd.

IMPORTANT NOTES & WARNINGS	4-5
PRODUCT OVERVIEW	6
PRODUCT DESCRIPTION	6
PRODUCT SPECIFICATIONS	6
PRODUCT FEATURES	6
HEATER INSTALLATION INSTRUCTIONS	7-20
KEY DIMENSIONS & CLEARANCES	7
BOX CONTENTS	8-9
WARNING	9
INSTRUCTIONS	10-20
ELECTRICAL INSTALLATION	21
OPERATION INSTRUCTIONS	22-24
TURNING THE APPLIANCE ON	22
TURNING THE APPLIANCE OFF	22
PREPARING TO MOVE THE APPLIANCE	22
MOVING THE APPLIANCE	22
SMART-HEAT CONTROL APP SET UP	23
AMAZON ALEXA & GOOGLE HOME	24
MAINTENANCE & SERVICING	25
TROUBLESHOOTING	26
REPLACEMENT PARTS	27

# IMPORTANT NOTES & WARNINGS

## WARNING

- **IMPORTANT** - Installation **MUST** be carried out by a licensed electrical contractor.
- Heater must be installed on level ground & by 2 persons
- Improper installation, adjustment, or alteration and failure to follow the warnings and instructions in this manual could result in severe personal injury, death or property damage.
- The manufacturer is not responsible for any damage resulting from improper use. The manufacturer emphasises that this appliance should be used in a responsible manner and that all procedures, warnings, and safety instructions contained in this booklet should be followed strictly.
- The installer is to ensure that the requirements of the local authority, local electrical installation code, municipal building codes, and any other relevant statutory regulations are carried out.
- Do not use or store flammable materials near this appliance.
- This installation, operation and service manual should not be removed from the site of installation. Installer should leave manual with the customer for future reference.
- A minimum safety distance of 1 metre should always be left in front of the Heater Head.
- The Heater head must be installed at least 1.8 metres above the floor.
- The Heater must not be located immediately below or in front of an electrical socket outlet. Heat radiated from the appliance may damage the electricity outlet or plug if placed incorrectly.
- Any guard or other protective device removed for servicing (conducted by a licensed electrical contractor) must be fitted in place before operating the heater.
- This appliance can be used by children aged from 12 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they are supervised.
- Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Children of less than 12 years should be kept away unless continuously supervised.
- 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.
- Keep packaging materials out of reach of children.
- Do not spray aerosols or flammable materials in the vicinity of this appliance while it is in operation or whilst heater surface is hot.
- Installation and repair must be carried out by a qualified and licensed electrical contractor only. The heater should be inspected before use and at least annually serviced and inspected by a qualified and licenced service technician.
- The Heater Head has no serviceable parts. For the Base and Arm, please refer to the Maintenance and Servicing section for more details regarding troubleshooting and replacement parts.
- The LED contained in this luminaire shall only be replaced by the manufacturer or service agent or similar qualified technician.
- Do not perform maintenance until heater has been turned off, power disconnected, and heater temperature has cooled to room temperature.
- Certain materials or items, when stored under or near the appliance, will be subjected to radiant heat and could be discoloured or seriously damaged. Heat sensitive materials e.g. floors, furniture, fixtures and plants must be kept a minimum of 1 meter from the front of the heater head.
- Be sure the heater is not facing the ceiling or flammable or combustible substances/ materials.
- This radiant heater is NOT intended to be installed on or in vehicles and/or boats.
- Do not attempt to alter the unit in any manner.
- Remove all transit protection & packaging before use.
- Do not paint any surface of the heater.
- Care must be taken during installation. After removing packaging, glass must be inspected for damage before use. If damage to the appliance is suspected, discontinue use immediately and contact the supplier.
- Check for damage to the appliance before each use. The heater must not be used if the glass panel or any other part of the heater is damaged. If damage to the appliance is suspected, discontinue use immediately and contact the supplier.
- Care must be taken around the appliance to ensure it is not damaged. Ball games that could accidentally hit the heater must not be played around the appliance.
- After unpacking, make sure the appliance shows no signs of visible damage or tampering. If the appliance appears damaged, contact the place of purchase for assistance.
- This appliance must only be used on a 220-240V AC single-phase power supply.
- Do not touch the heating surface at any time, even when the heater is turned off and has cooled down.
- Do not touch the heater with wet hands at any time.
- If the appliance has not been used, or will not be used, for an extended period of time, disconnect power supply.
- At the end of this product's useful life, it must not be disposed of as domestic waste, but must be taken to a collection centre for waste electrical and electronic equipment. It is the user's responsibility to dispose of this appliance through the appropriate channels at the end of its useful life. Failure to do so may incur the penalties established by local laws governing waste disposal. Proper differential collection, and the subsequent recycling, processing and environmentally compatible disposal of waste equipment avoids unnecessary damage to the environment and possible related health risks, and also promotes recycling of the materials used in the

# IMPORTANT NOTES AND WARNINGS CONTINUED ...

appliance. For further information on waste collection and disposal; contact your local waste disposal service or the place of purchase.

- In case of direct connection to a supply line, a bipolar circuit breaker with contact opening distance of at least 3 mm must be fitted upstream from the supply line. Contact an authorised service technician if you are unsure if you have a circuit breaker installed on the premises.
- Do not install the heater directly near a bathtub, shower, swimming pool or other body of water. Any switches or controls must not be within reach of a person in the bathtub, shower, swimming pool or other body of water.
- To maintain Ingress Protection Rating (IP54), only suitable IP54 (or better) rated outdoor plug & sockets should be used for electrical installation.
- This product does not have a switch for electrical disconnection. A means for disconnection of the heater must be incorporated in the wall socket & fixed wiring according to the local electrical codes.
- Do not roll heater over the supply cable when moving heater, to prevent damage to cable.
- If the supply cable is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a safety hazard.
- This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- Do not excessively bend the electrical connection to the power supply.
- Keep the supply cable & plug away from sharp edges during handling and installation.
- Do not pull on the supply cable or subject it to traction force.
- Caution should be taken when dismantling goods from shipping container to prevent from injury when lifting heavy parts. Maximum safe lifting 16kg per person.
- Caution should be taken when lifting weights. Each weight is 10 kg. Maximum safe lifting 16kg per person.
- All 10 weights must be assembled to base during assembly, to prevent tipping and any unintended movement of heater.
- Caution should be taken when moving the base. Use two people to guide heater when moving position to prevent collisions with surrounding objects. Weights must be assembled to heater when moving full assembled heater, to prevent tipping. Heater can be moved forwards and backwards, and pivoted on the two assembled wheels.
- When moving base, ensure floor is adequately protected.
- Heater must be installed on flat surface capable of withstanding at least 160kg. Heater must not be installed on soft surfaces which cannot support the weight of heater (e.g. grass, mud, dirt).
- Do not lean on heater or rest any objects leaning up against heater, including the arm.
- Do not hang any foreign items off any part of this appliance e.g. do not hang towels, clothing, lines, lights, cables.
- Do not swing from arm or heater head.
- Do not stand or sit on any part of heater, including the base.
- When not in use, disconnect, cover & store product away from sun & rain exposure.
- The Heater is designed to withstands winds of up to 30km/h. When located in areas prone to high wind conditions greater than 30km/h, the Base must be fixed to ground or stored away protected from wind. Fixings must be removed prior to moving heater. Weights must be assembled to heater when moving full assembled heater, to prevent tipping.
- Base Cover & Mounting screw must be fitted to ensure protection of base components.
- Rubber seal must be fitted to Base Cover to protect painted pole surfaces from scratching.
- O-rings must be fitted to arms to prevent water ingress and reduce corrosion.
- Caution: Base can be a trip hazard.
- Do not use heater if Heater Head is not level with the ground. Angle must be checked during assembly using spirit level (not included).
- Do not use heater if heater head or arm is loose.
- Check product label for correct voltage and wattage to ensure power source conforms to the heater's requirements.
- The exterior housing of the heater should be cleaned regularly. To clean the appliance; ensure heater is off and has been off for at least 2 hours after operation, before wiping off any dirt/dust with a soft damp cloth & glass cleaner. Salt in the air can cause rusting of metal, especially at locations near the coast. Additional cleaning of the heater with a soft damp cloth fortnightly will aid in maintaining the product's appearance.
- Do not clean heater with cleaners that are combustible or corrosive.

## SAVE THESE INSTRUCTIONS

# PRODUCT DESCRIPTION

The Eclipse Smart-Heat™ Electric is designed to provide efficient space heating for commercial and residential applications.

The Eclipse Smart-Heat™ Electric heaters have electrical approval in Australia, New Zealand, USA, Canada, Europe, UK, and are rated to IP54 for Ingress Protection, making the Eclipse Smart-Heat™ Electric Portable the perfect solution for a variety of indoor and outdoor heating applications.

Set-up and operation of this product requires access to an iOS or Android smart device with internet connectivity (e.g. smartphone or tablet) and the Bromic Smart-Heat App.

# PRODUCT SPECIFICATIONS

SPECIFICATIONS	
Model	Eclipse Smart-Heat™ Electric Portable
Part No (Portable Heater Head EU/UK)	BH0820011-2
Part No (Portable Arms EU/UK)	BH8380021-1
Part No (Portable Base EU/UK)	BH8380022-2
Appliance Output (watts)	2700 - 3000 W
Light Output (watts)	20 W @ 24 V DC
Power Connection Required (Volts)	220-240 V - a.c. - 50-60 Hz
Ingress Protection	IP54
Heater Head Dimensions (W x H x D)	700 x 700 X 111 mm
Heater Head Weight	13.5 kg
Arm Weight	15.0 kg
Base Weight (with weights included)	145 kg
Finish	Matte Black
Approval	Electrical: CE/LVD - SGS - GZES201103120701 Radio & EMC: RED - SGS - GZEM2011016914CRV

# PRODUCT FEATURES

- Stylish, slimline and contemporary design to suit any decor.
- Efficient portable space heating with 3 built in heat levels.
- Heaters can also be integrated into smart control systems.
- Wind resistant & IP54 water protection rating.
- Suitable for outdoor and indoor heating applications such as restaurants, cafes, bars and clubs, factories, office spaces, designated smoking areas, public areas, hotels, homes and more.

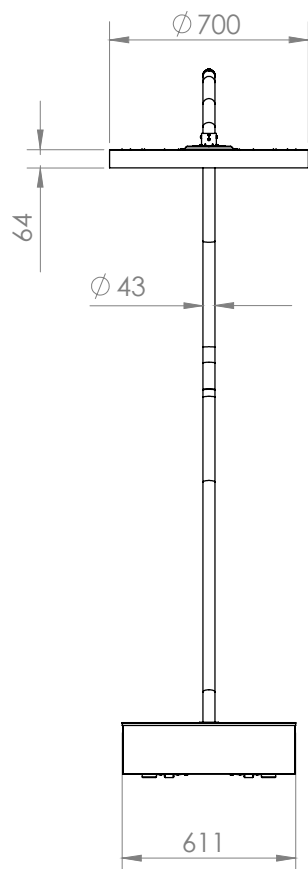
## KEY DIMENSIONS & CLEARANCES

Heaters must be installed according to the minimum installation clearances shown in these diagrams. Appliance must not be moved after installation causing the clearance distances to be reduced.

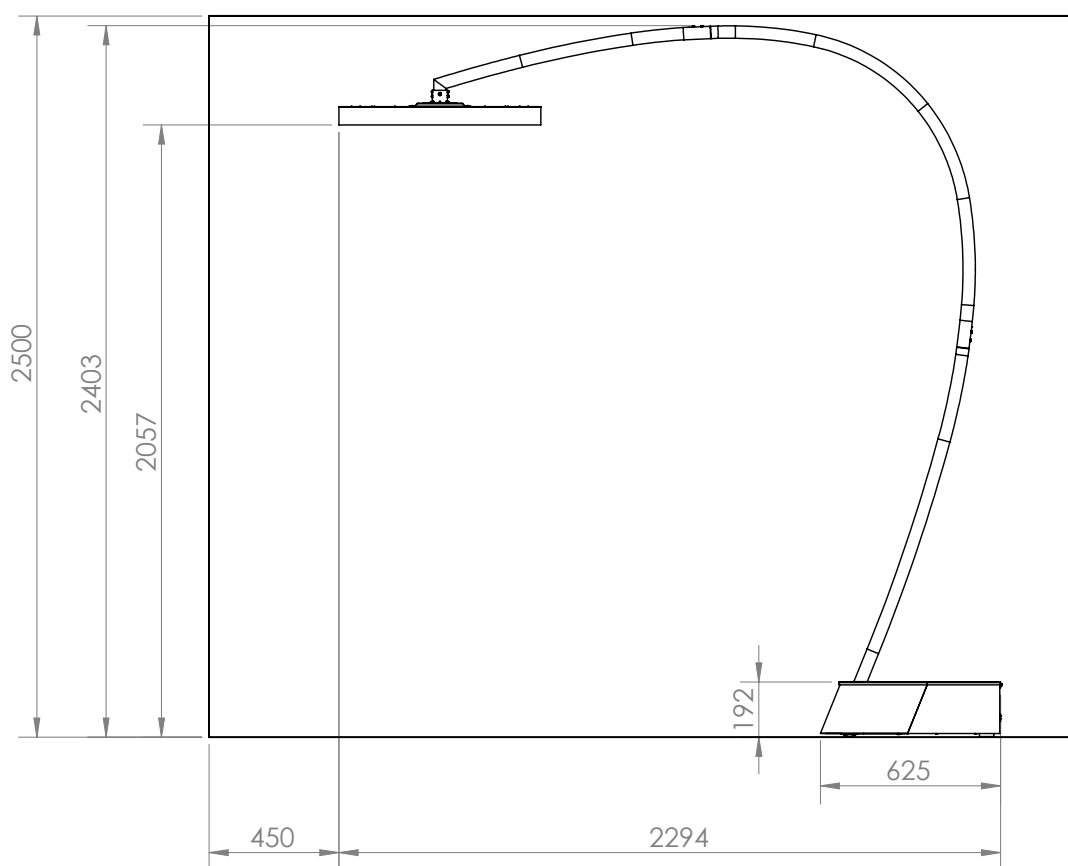
Dimensions shown in: **mm**

### PORTABLE

FRONT VIEW

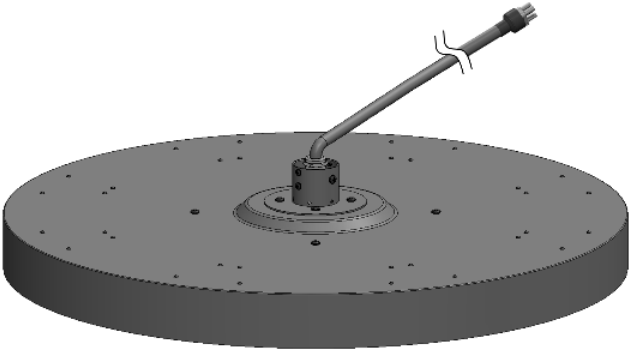



CEILING & WALL CLEARANCE






The stated clearance to heat sensitive materials represents surface temperature of 65°C above room temperature. Building material with a low heat tolerance (such as plastic, vinyl siding, canvas, tri-ply etc.) may be subject to degradation at lower temperature. It is the installer's responsibility to assure that adjacent materials are protected.



Contents Packed in (3) Boxes

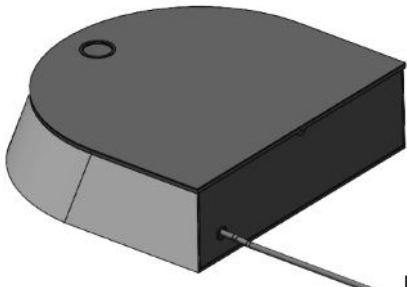
Box 1 Contents	
Eclipse Head Assembly with 4.5m cable & plug.  Including pre-assembled 4 x Dome Head Screws (M4 - Length: 6mm) & 2 x Dome Head Screws (M5 - Length: 14mm)	
Instruction Manual (This Document)	

Box 2 Contents	
Lower Arm with Large O-Ring fitted	
Middle Arm with Large O-Ring fitted	
Upper Arm	



4 x Slotted Head Screws (M4 - Length: 6mm) with O-Rings fitted	
<b>SPARES:</b> 4 x Slotted Head Screws (M4 - Length: 6mm) with O-Rings fitted	

Box 3 Contents	
Base Assembly including 10 X Base Weights	 <p>Note: Plug not shown.</p>

Tools/Parts Required (not Included)

- Bolts for fastening to Ground surface
- Phillips Head Screw Driver
- Flat Head Screw Driver
- Small Step Ladder
- 2 strong people to help with lifting & assembly
- Spirit Level



WARNING

This heater MUST be installed by an licensed electrical contractor. Do not perform maintenance, or carry out installation or assembly procedure while electrical power is switched on. Wait 2 hours after switching off the heater before handling to prevent touching hot surfaces.

For longest product life and to maintain product appearance, position heater under cover and protect from rain and weather. When not in use, disconnect & store product under cover away from sun and rain exposure.



IMPORTANT

The appliance must be placed on level firm ground, such that the heater head is level.

For more information, including video instructions, please visit [Bromic.com/heat](http://Bromic.com/heat)



## FOR INSTALLER - BEFORE YOU START

To install and operate the Bromic Smart-Heat Control you **MUST** have access to the following:

An app-enabled smart device with internet connectivity.

(Minimum Requirements: Bluetooth 4.2, Android 8.1, iOS 14.3 or greater)

The Bromic Smart-Heat App, available for download on the Apple App Store and Google Play Store.

A Bromic Smart-Heat account or access to email for registration.

The name and email address of the primary user.

[Wi-Fi only] The SSID and password of a local Wi-Fi network operating on 2.4GHz.

See operating instructions on pages 22-24.



## Caution – Glass – Handle with care

- Care must be taken during installation. After removing packaging, glass must be inspected for damage before use. If damage to the appliance is suspected, discontinue use immediately and contact the supplier.
- Check for damage to the appliance before each use. The heater must not be used if the glass panel or any other part of the heater is damaged. If damage to the appliance is suspected, discontinue use immediately and contact the supplier.
- Care must be taken around the appliance to ensure it is not damaged. Ball games that could accidentally hit the heater must not be played around the appliance.
- To protect appliance do not remove cardboard packaging from head assembly until it is mounted to arm and base.



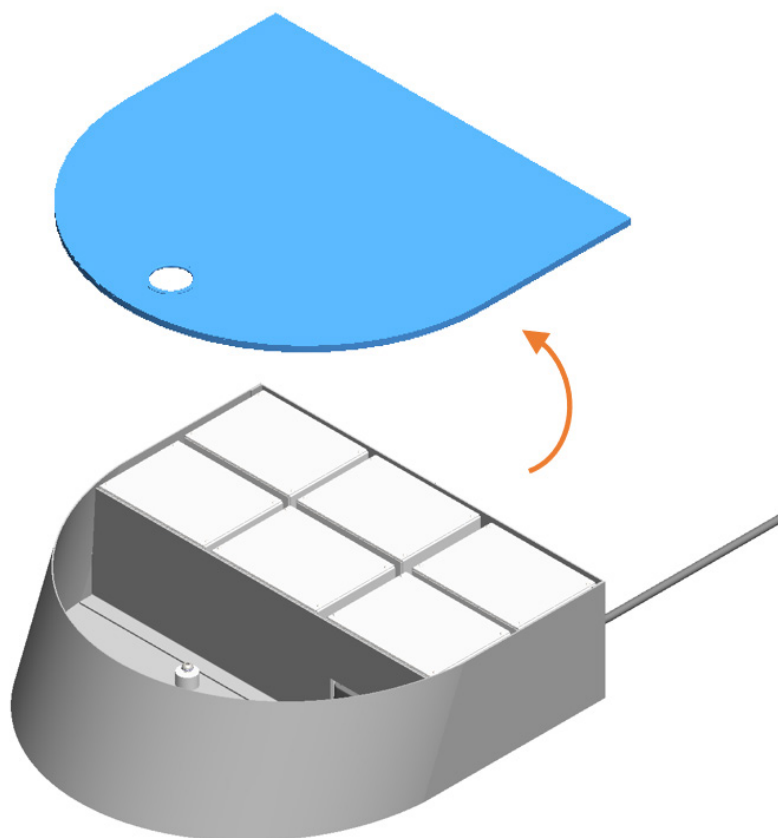
## WARNING

**Heavy Items (>150 kg). Maximum safe lifting 16kg per person. Forklift must be used to move prior to breaking down crate.**

1. Using Phillips Head screwdriver, remove 10 X screws to dismantle the Base crate, allowing the Base Cover to be uncovered.



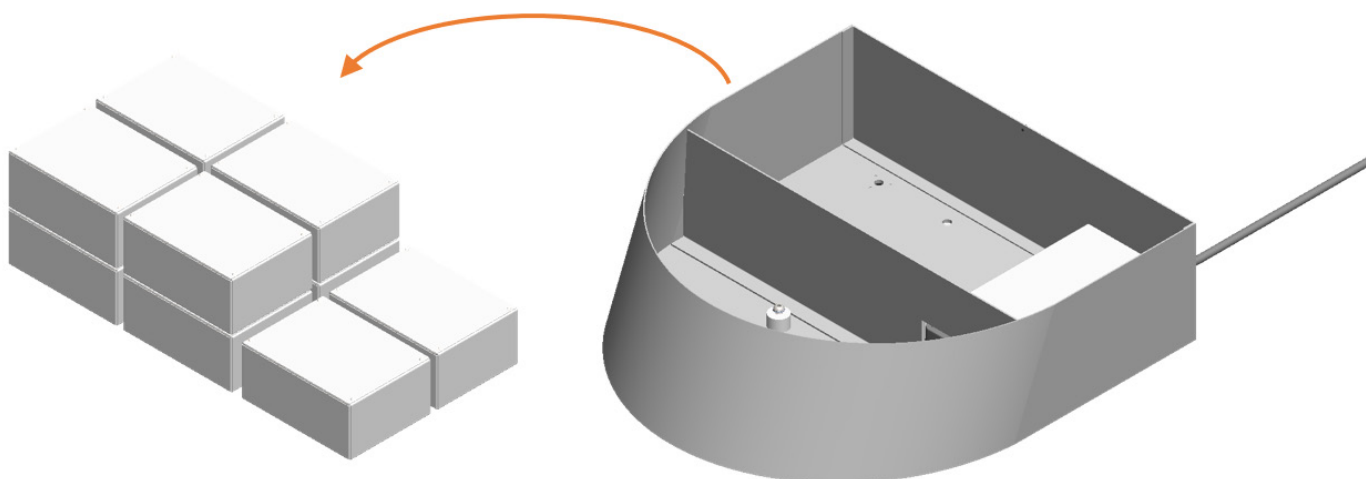
2. Remove the Base Cover and place to the side on a non-abrasive surface, to avoid scratching.



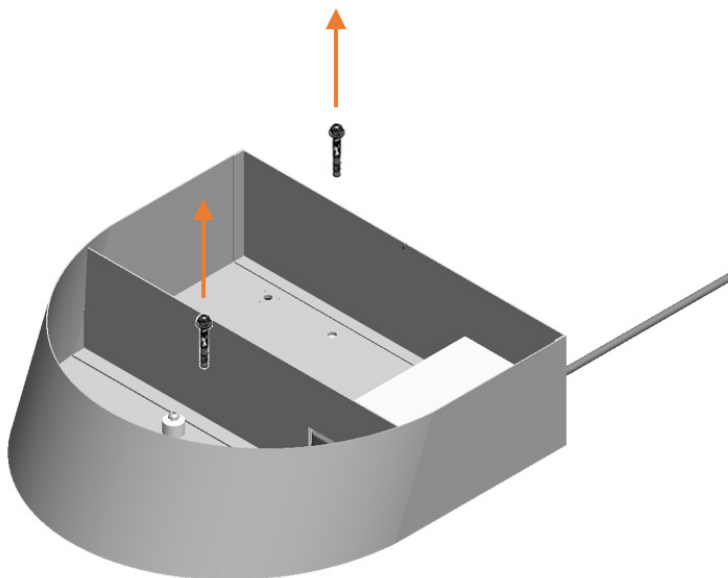
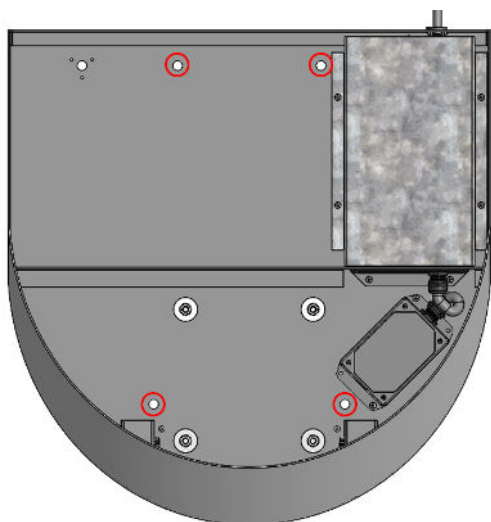
## **WARNING**

**Heavy items (10 kg each). Take caution when moving weights.**

3. Remove 10 X 10 kg Base weights from the rear compartment of the Heater Base and place them nearby the desired heater location.



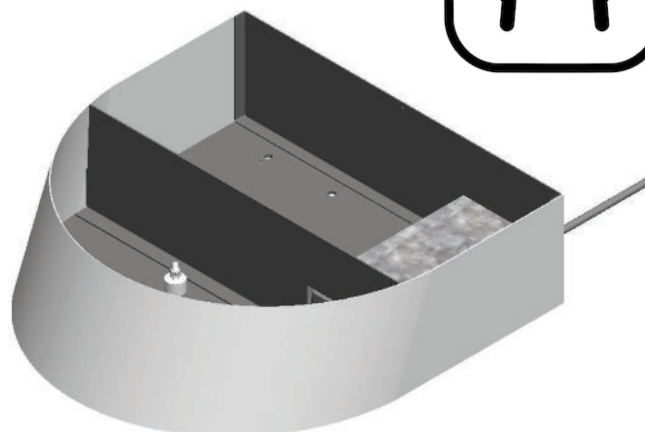
4. Remove the 4 x Crate Fixing Screws from the within the Base.



## WARNING

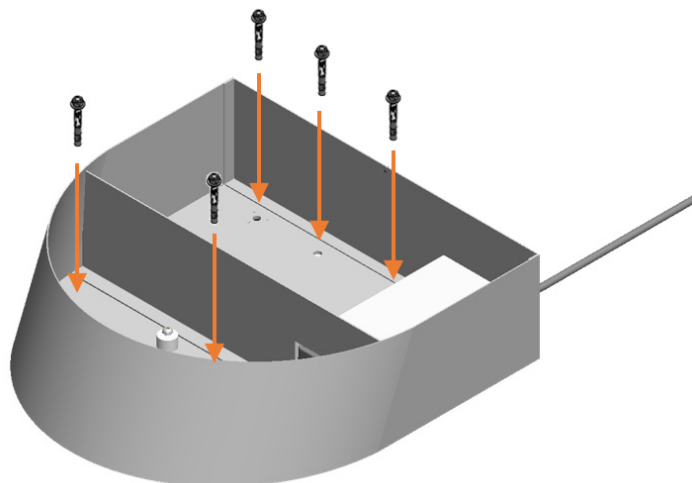
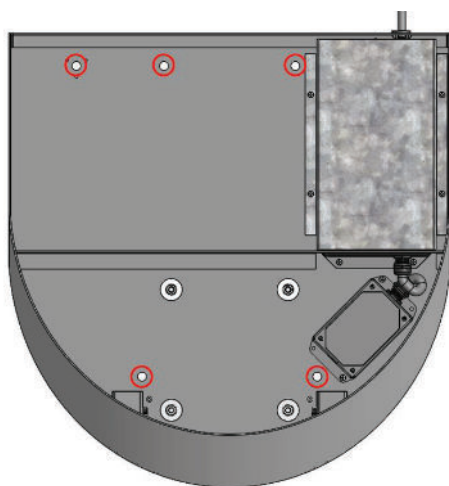
Heavy Item. Min Two Person Lift. Maximum safe lifting 16 kg per person.

5. Remove the Base from the pallet and place it on a flat surface in desired heater location.



6. **NOTE:** If installing in areas subject to high winds, gusts or hurricanes, heater base must be bolted down to ground using appropriately sized and type bolts (not included) suited for the ground surface through the 5 X Holes in the Heater Base.

(Fixing bolts not included)

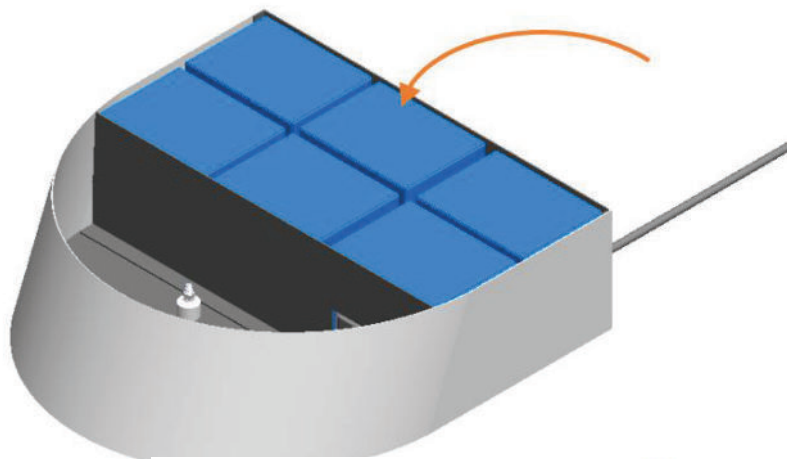




## WARNING

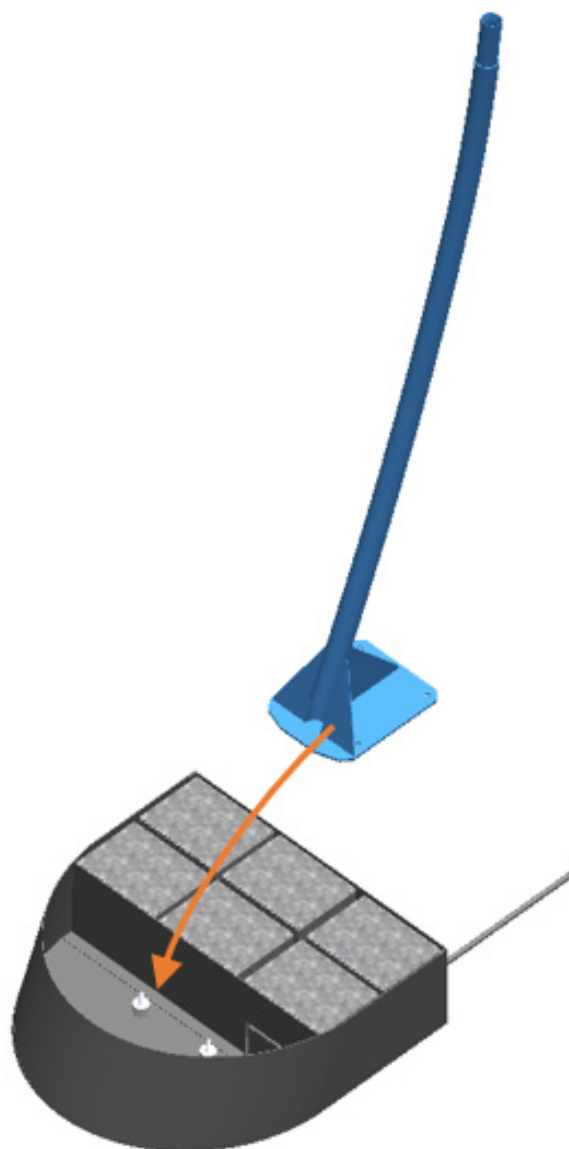
Care should be taken when replacing weights into the base. Gloves should be worn to protect hands and fingers from pinch hazards.

7. Replace 10 X 10 kg Base Weights into the rear compartment of the Base.



8. Unwrap Lower Arm section from its packaging.

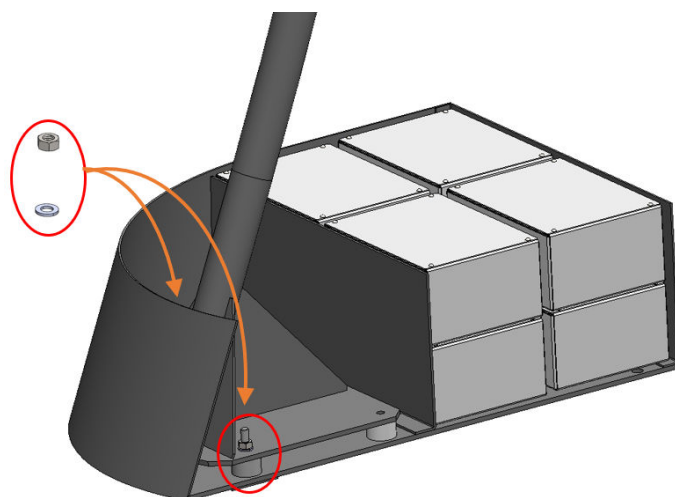
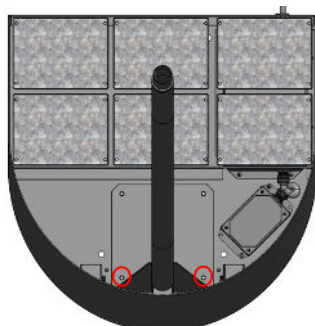
9. Fit the Lower Arm section into base, slotting the **front** two mounting holes on the bottom plate slot into the two M8 threads on the base dampeners.



10. Fasten the **front** two slots of the Lower Arm section to the dampeners using 2 X M8 Washers, and 2X M8 Nuts.

**2x**  M8 - Nut

**2x**  M8 - Washer



11. Fasten the **rear** two slots of the Lower Arm section to the Base using 2 X M8 Washers, and 2X M8 - Length: 35mm bolts.

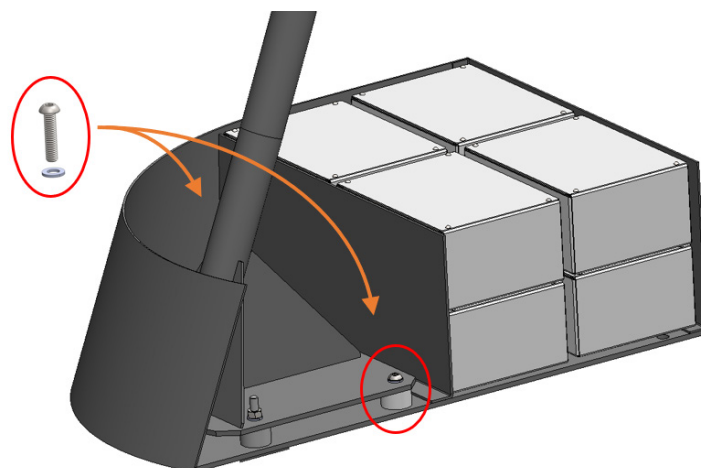
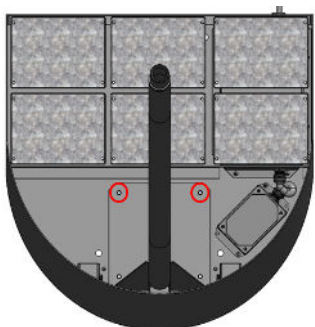
**2x**  M8 - Bolt Length: 35mm

**2x**  M8 - Washer

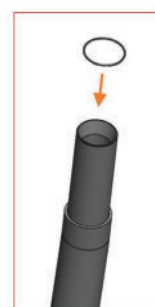


## IMPORTANT

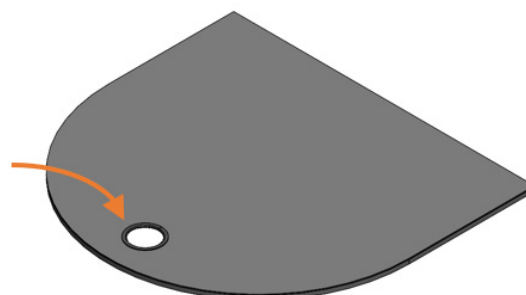
Ensure all Nuts, Washers and Bolts are fully assembled and tightened to ensure arm remains assembled.



12. Check that 1 X Large O-ring (35mm ID) is fitted on the connector section of the Lower Arm.

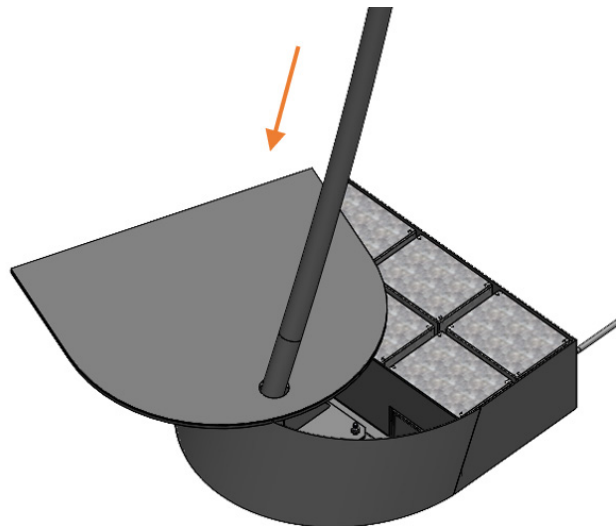


13. Unwrap the Base Cover from its packaging and confirm that seal is fitted to the arm slot.





- 14 Slide the base cover down over the Lower Arm section, allowing it to rest on top of the Base.



15. Unwrap the Top Arm section and the Heater Head from their packaging.


16. Feed the cable through the Top Arm section, and feed through the slack.



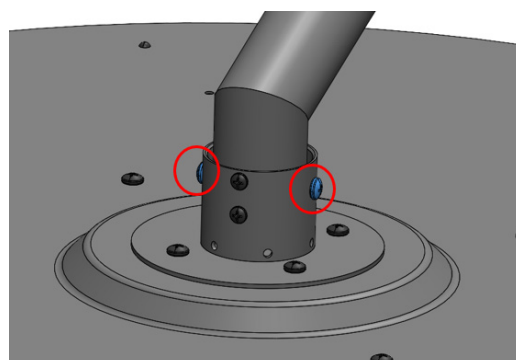
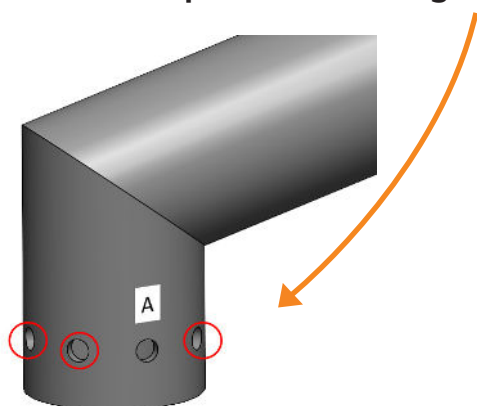
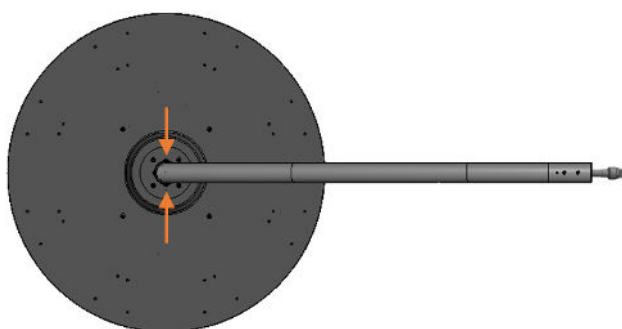
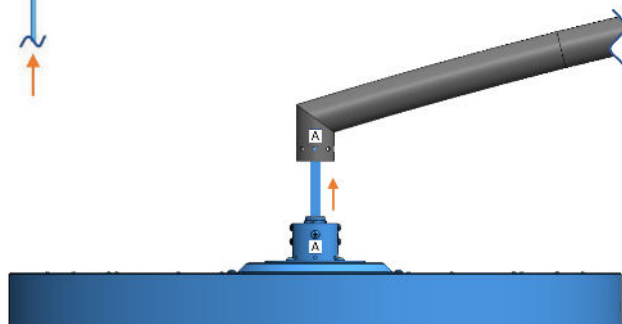
17. Attach the top arm section to the Heater Head using the 2 X Dome Head Screws (M5 - Length: 14mm) (preassembled to head).

Line up the screw marked A on the heater head with the screw hole marked A on the top arm section, and respectively B with B.

Both screws should be fully inserted into the two screw holes perpendicular to the arm, so that the bromic logo on the glass is at the front of the heater.


**2x**  M5 - Length: 14mm  
(Preassembled to head)

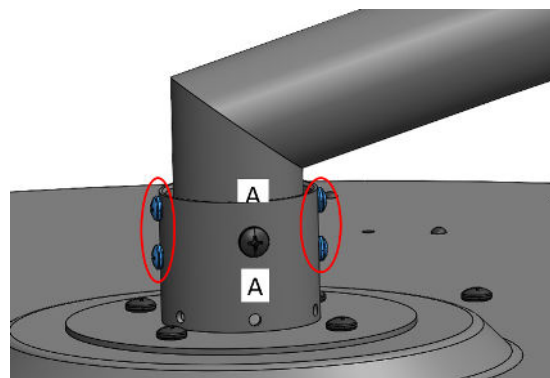
**Note: Extra screw holes are provided in case heater head can not be made level to ground in later step. These can be ignored for now.**



18. Fasten the 4 X Dome Head Screws (M4 - Length: 6mm) to the head to lock the angle of the Heater Head relative to the Top Arm section.

**NOTE: These screws will be used later to adjust the head angle once the heater is fully assembled.**

**4x**  M4 - Length: 6mm  
(Preassembled to head)



19. Unwrap the Middle Arm section from packaging.



20. Check that 1 X Large O-ring (35mm ID) is fitted to the connector section of the Middle Arm.

21. Feed the Heater Head cable through the Middle Arm.



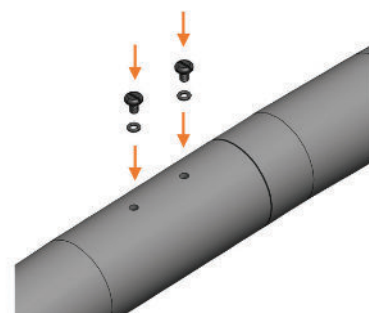
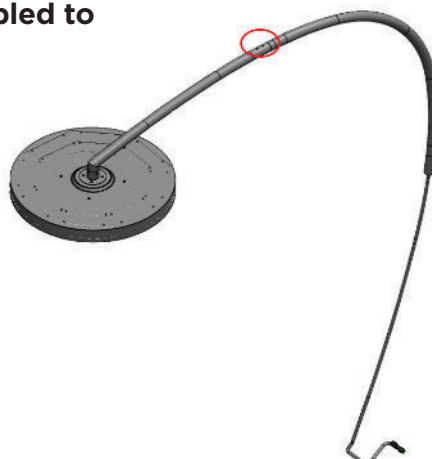
22. Fasten the Middle Arm section to the Top Arm section using 2 x Slotted Head Screws (M4 - Length: 6mm) with O-rings fitted.

**2x**  M4 - Length: 6mm



## IMPORTANT

**Both (2x) screws must be assembled to ensure arm remains assembled.**

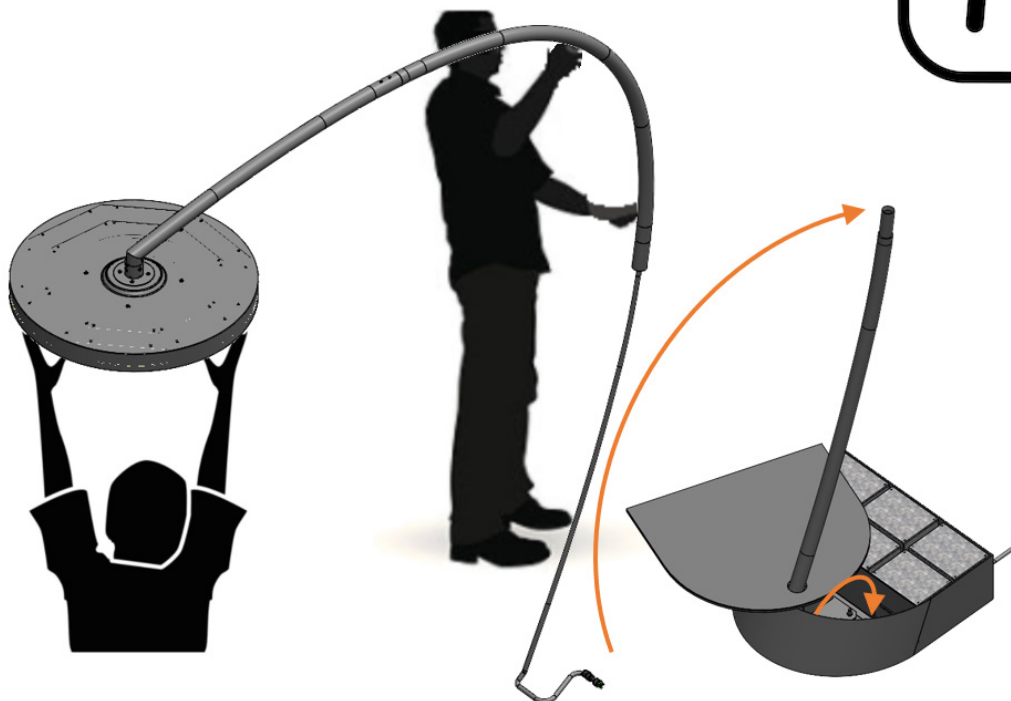





## **WARNING**

**Two person lift. Maximum safe lifting 16 kg per person**

23. With the aid of another person, two if possible, feed the Heater Head cable through the Lower Arm, and pull through the cable slack into the base.

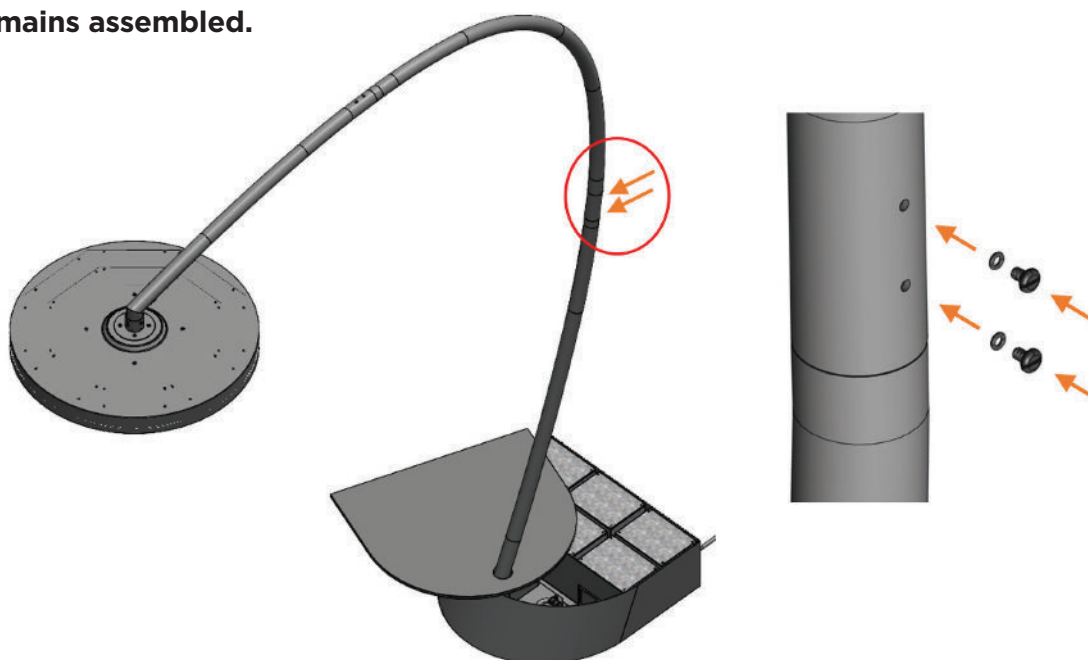


24. Fasten the Middle Arm to the Lower Arm using 2 x Slotted Head Screws (M4 - Length: 6mm) with O-Rings fitted.


**2x**  M4 - Length: 6mm

## **IMPORTANT**

**Both (2x) screws must be assembled to ensure arm remains assembled.**



25. Using a spirit level and phillips head screwdriver, adjust the angle of the heater head to be level by adjusting the 4 x Dome Head screws (M4 - Length: 6mm) on the heater head.

**4x**  M4 - Length: 6mm  
(Preassembled)



## IMPORTANT

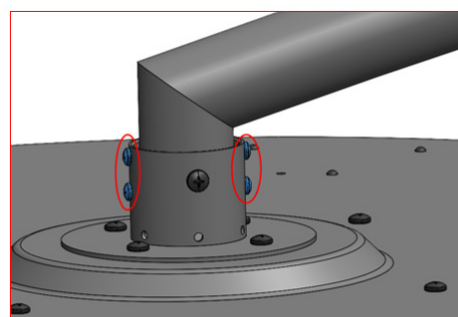
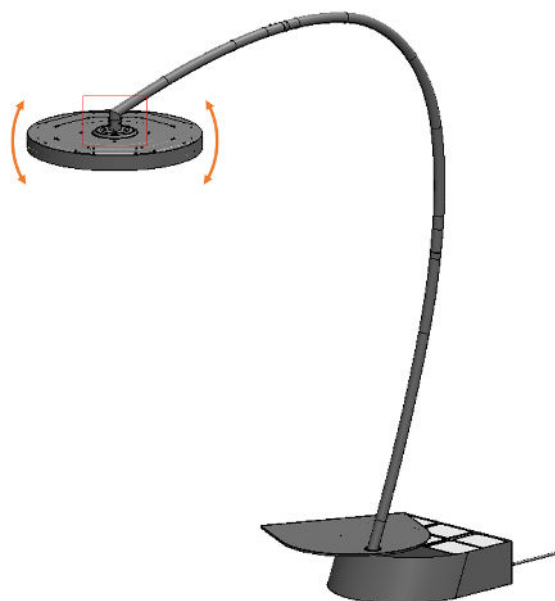
**All 4 x Dome Head screws must be tightened completely once heater head is level to the ground, to prevent head from moving.**

NOTE: If heater head can not be made level by adjusting 4 screws, check mounting floor provides a level surface to support the heater on.




## WARNING

**Heater must be level when in use to prevent damage to heater head components. Heater must be operated on a level surface.**



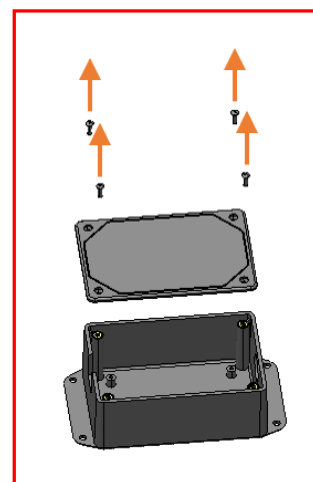
26. Within the Base, remove 4 X Oval Head screws (#4-40 - Length: 3/8") from the Small Connector Box, and remove lid.

**4x**  #4-40 - Length: 3/8"  
(Preassembled)

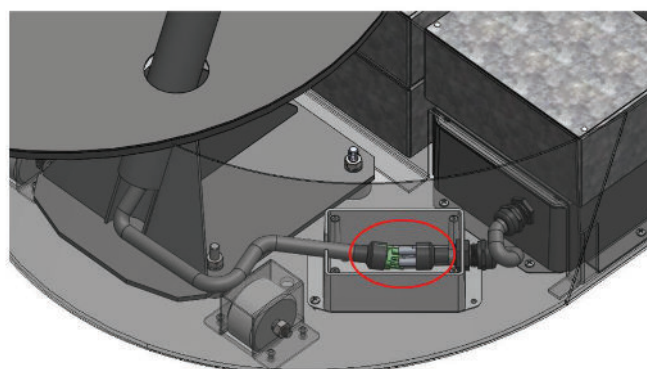


## DANGER

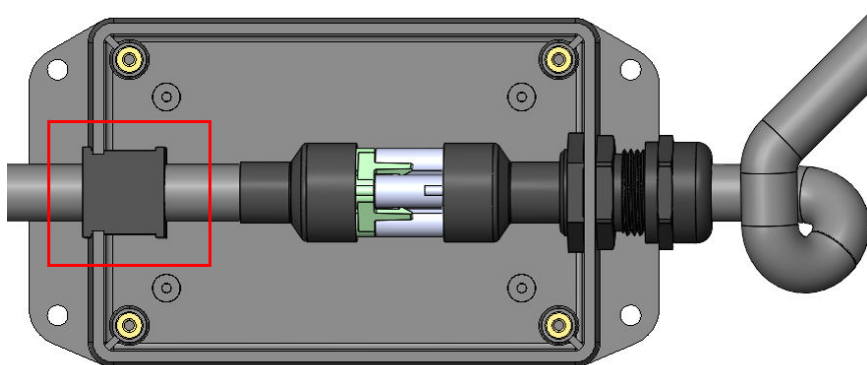
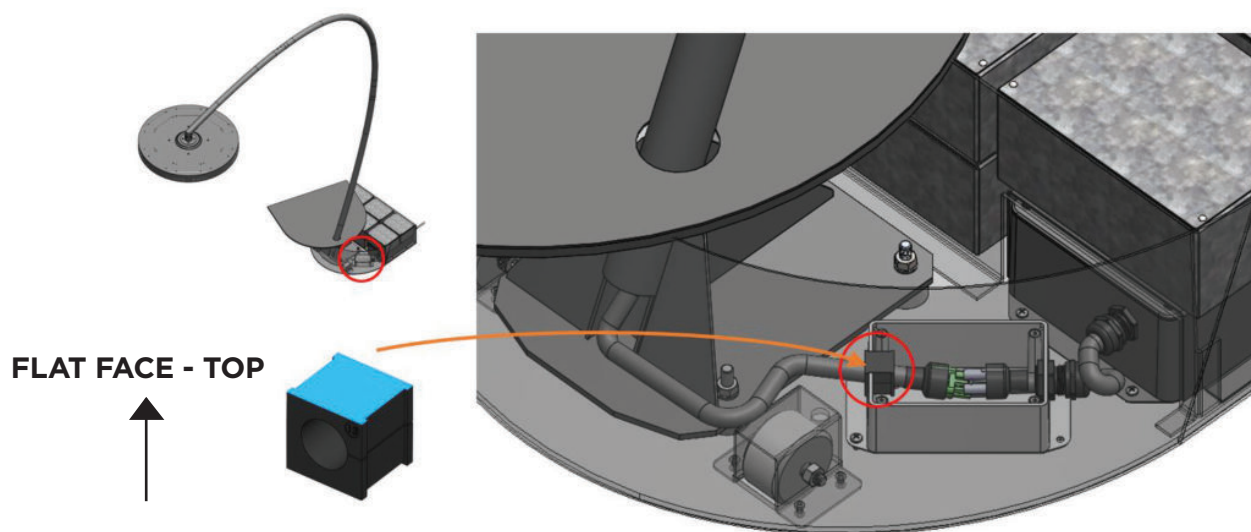
**The base MUST NOT be plugged into power source when attaching the connector.**



27. Attach the male connector on the Heater Head cable to the female connector inside the small connector box.

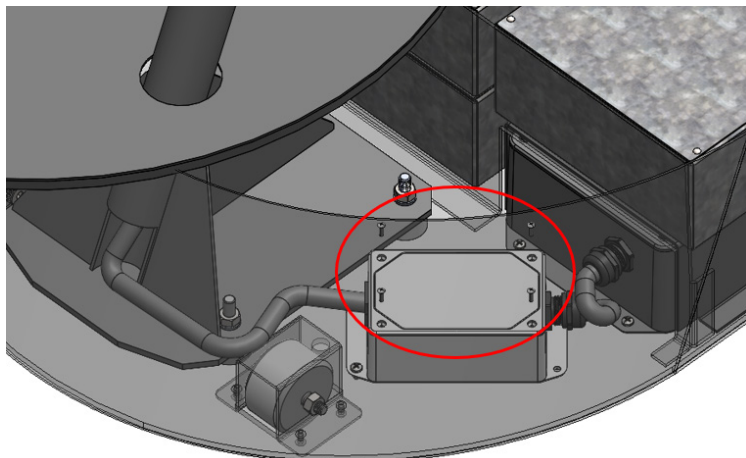
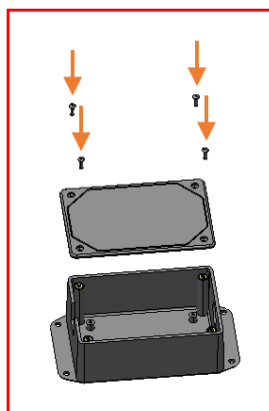


28. Attach the rubber cable grommet around the cable, and place it in the square slot in the connector box, ensuring the flat face is facing upwards.

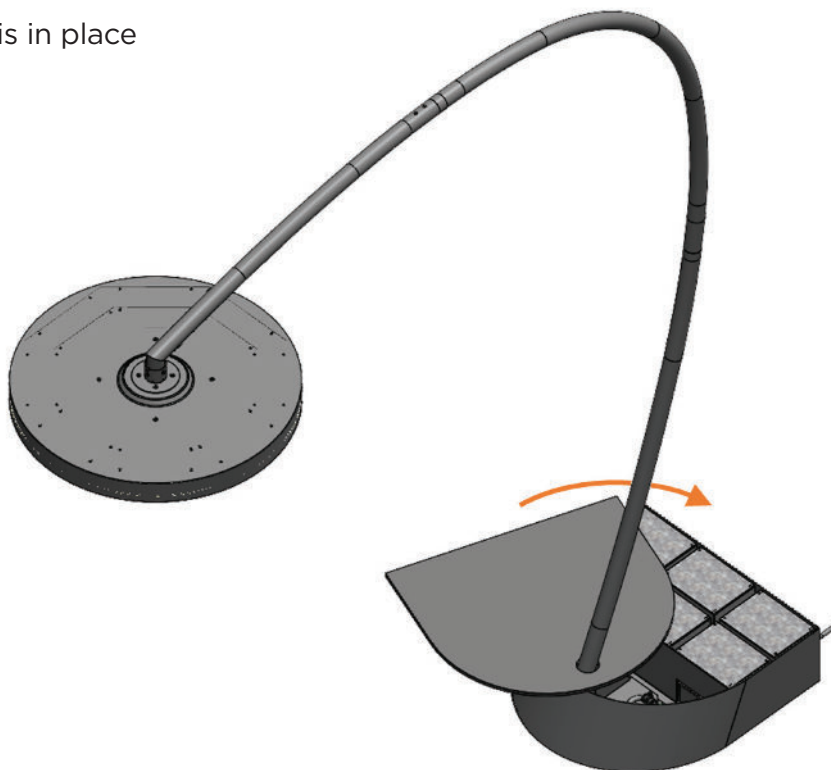


29. Fasten the Small Connector Box lid using the 4 X Oval Head Screws (#4-40 - Length: 3/8")

**4x**  #4-40 - Length: 3/8"

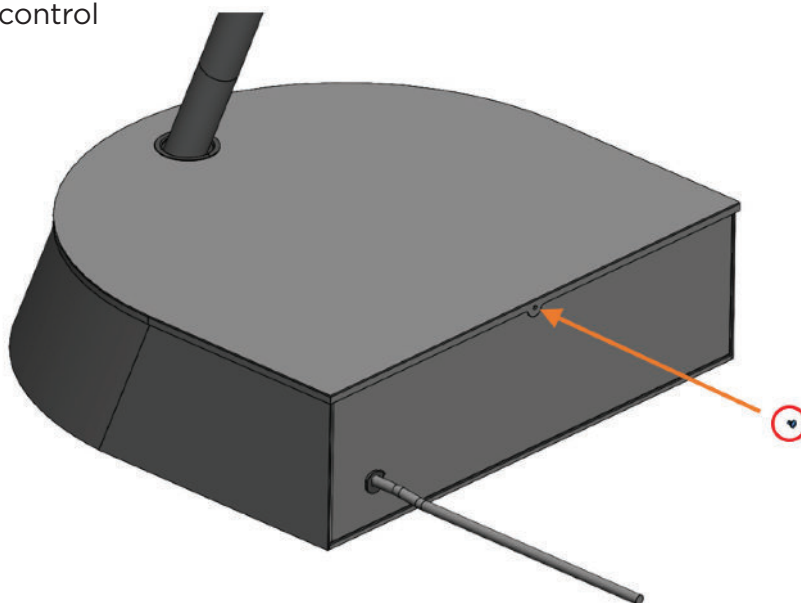


30. Rotate the Base Cover until it is in place covering the Base.



31. Fasten the Base Cover to the Base using the Dome Head Screw (M4 - Length: 6mm). This screw is packaged with the remote control inside the base.

1x  M4 - Length: 6mm



32.  **DANGER**

All packaging materials must be removed before turning on the appliance.

## IMPORTANT NOTES & WARNINGS



### WARNING

This heater **MUST** be installed by an authorised/licenced person. Do not perform maintenance, or carry out installation or assembly procedure while electrical power is switched on.



### DANGER

**ELECTRICAL SHOCK HAZARD!** Serious injury or death may occur. Disconnect from electrical supply before installing or servicing this heater. Read and follow installation clearance requirements outlined in this manual. The appliance **MUST** be connected to a properly grounded electrical source. Isolate mains before installing. Use only with a properly secured heater.



### IMPORTANT

Check product label for correct voltage and wattage to ensure power source conforms to the heater's requirements.

Make all connections in accordance with local electrical code regulations. For outdoor installation, all connections must be made in accordance with local electrical code regulations for outdoor wiring.

**OVERCURRENT DEVICE:** The outputs are NOT protected against short circuits or extra-currents which can damage the electronic board. Evaluate the characteristics of the connected loads and apply the appropriate safety devices to the power line.

Check surrounding area of heater for hazards before turning on.

# OPERATING INSTRUCTIONS

## TURNING THE APPLIANCE ON

1. Plug the supply lead of the appliance into a 220-240V, 20A Outlet.
2. Switch the power outlet on.
3. Using the Bromic Smart-Heat app, select the desired Heater setting:
  - Heater 100% - Heater output at full (100%).
  - Heater 66% - Heater output at 66% of total.
  - Heater 33% - Heater output at 33% of total.
4. Select the desired Light setting:
  - Lights 0 - 100% - Lights output scales between 0 - 100%.

NOTE: It is normal to observe a small dim spot on the LED at the location where the LED joins together.



## TURNING THE APPLIANCE OFF

1. Using the Bromic Smart-Heat app, press on the desired Heater setting:
  - Heater OFF - Heater off.
2. Using the Remote Control, select the desired Light setting:
  - Lights OFF - Light off.
3. Unplug the supply lead of the appliance from the Outlet.

## PREPARING TO MOVE THE APPLIANCE

1. Unplug the supply lead of the appliance from the wall outlet.
2. Remove 1x M4x6mm Screw from Base Top Cover, and rotate the Base Top Cover to expose the Base weights and any floor fastening bolts.
3. Remove any floor fastening bolts from inside the base.

## IMPORTANT

If any weights need to be removed to access floor fastening bolts, DO NOT remove more than 3 weights at any one time, and replace all weights prior to moving the appliance.

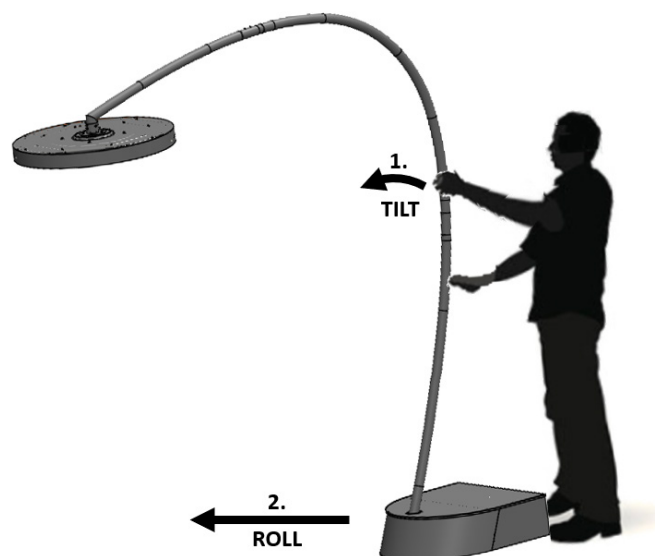
4. Ensure a clear path is available from where the appliance is located and where it is to be moved to.

## WARNING

Heater is heavy and can cause crushing injury. DO NOT place feet under base whilst moving the heater. Ensure adequate protective clothing is worn to protect user from injury (i.e. appropriate protective footwear).

## MOVING THE APPLIANCE

1. Positioned behind the appliance, and using two hands on the arm, tilt the appliance forwards slightly until it is resting on the two front wheels on the underside of the base.
2. Roll the appliance forwards to the desired location.
3. If required, pivot the appliance on the two wheels, whilst monitoring the position of the head to prevent accidental collisions.
4. Replace any floor fastening bolts back into the base and floor if applicable.





# OPERATING INSTRUCTIONS

## APP SETUP

Download the Bromic Smart-Heat App from the Apple App Store or Google Play Store. When opened, the Bromic Smart-Heat App will prompt you to register an account before guiding you through the configuration of your site. Note that each Smart-Heat Control requires its own setup. After your site has been configured, you may configure and control multiple controllers.



App Store



Play Store

Initial pairing of a controller must be done using a Bluetooth connection. Therefore, you must remain within 10m of the controller until setup is complete. Bluetooth operation range may vary depending on site conditions and devices, it is recommended to operate within 10m (30ft) of the controller at all times. Wi-Fi communication is the recommended method and will enable additional features not available with a Bluetooth connection.

## REGULAR USE

After your site has been configured, you may use the Bromic Smart-Heat App to operate all controllers within the site. If the control is connected to Wi-Fi, you will also gain access to additional features, such as zoning and scheduling the operation of your Bromic heaters. Zones may also be used to reorder your appliances by adding the appliances in the exact order you wish them to be displayed.

The menu may also be used to perform various functions such as:

- Managing site configuration.
- Managing site access with multiple users.
- Viewing heater usage.
- Calculating heating costs.

When a Wi-Fi configured control loses connection to the network, it will automatically revert to a Bluetooth connection until the network connection is restored. This may require a wait time of 3 minutes.

Bluetooth operation is only possible on one smart device at a time. When the app is open on multiple smart devices, the connection will automatically transfer to available devices if the connected device exits the app, closes the app or when the screen is locked.

## CONTROL MAINTENANCE

This control has no serviceable parts inside and, therefore, does not require maintenance after initial installation. It is recommended to ensure your Bromic Smart-Heat App is up to date. If your control is not functioning, please refer to the troubleshooting table in this manual. If your control appears damaged, discontinue use immediately and contact your supplier. An isolation switch or circuit breaker must isolate all live circuits before conducting an inspection or servicing connected appliances.

If issues occur with the operation of the Bromic Smart-Heat App, please refer to the troubleshooting section in this manual. If you are experiencing difficulties with troubleshooting, please refer to the following instructions to reset a Smart-Heat Control using the Bromic Smart-Heat App.

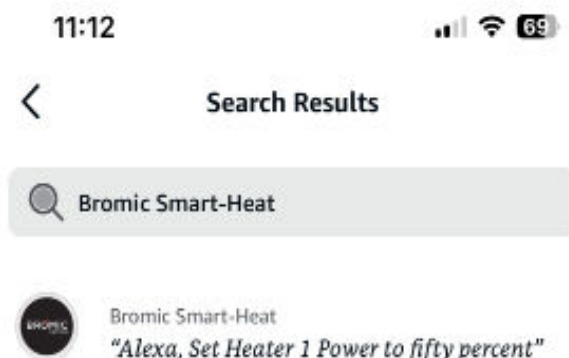
**Controller reset** – This can only be done using BLE & while connected to the controller. To reset a controller, delete it either from the appliance list or through the site configuration menu. Then, reconfigure the controller onto the site, ensuring that you are within 10m of the controller to maintain Bluetooth connection.

# OPERATING INSTRUCTIONS

Note: You must already have an Amazon or Google Home account prior to linking your device.

## AMAZON ALEXA INSTRUCTIONS

1. Open the Amazon Alexa App and select the 'More' tab.
2. Select 'Skills & Games'
3. Use the search bar to search for 'Bromic Smart-Heat' and select the Bromic Smart-Heat skill displayed in the provided screenshot.
4. Press 'Enable to Use'.
5. Sign into your Bromic App account.
6. Press 'Authorise'.
7. You will then be prompted to set up each heater individually to any rooms you have set up.



Note: The Alexa app will import any groups you have created in the Bromic Smart-Heat app as well as your appliances individually.

Suggested Voice Commands:

- Turn specific appliances on/off or dim a specific appliance to a desired percentage:  
eg. "Alexa turn [appliance name] on/off"  
eg. "Alexa turn [appliance name] to 50%"
- Turn a group of appliances on/off or dim a zone of appliances to a desired percentage:  
eg. "Alexa, turn [group name] on/off"
- [ECLIPSE ONLY] - Turn LEDs on/off or dim LEDs to a desired percentage:  
eg. "Alexa, turn [appliance name] lights on/off."
- eg. "Alexa, set [appliance name] lights to 30%."

## GOOGLE HOME INSTRUCTIONS

1. Open the Google Home App and select the 'Devices' tab.
2. Select '+ Add'.
3. Press 'Works with Google'.
4. Use the search bar to search for 'Bromic Smart-Heat' and select the option displayed in the provided screenshot.
5. Sign into your Bromic App account.
6. Press "Agree and Link".
7. Add each displayed Bromic appliance to any desired room.

Suggested Voice Commands:

Turning specific appliances on/off or dim to a desired percentage

- "Hey Google, turn [appliance name] on/off."
- "Hey Google, set [appliance name] to 50%."

Turn a group of appliances on/off or dim a zone of appliance to a desired percentage:

- "Hey Google, turn [group name] on/off."
- "Hey Google, set [group name] to 30%."

[ECLIPSE ONLY] - Turn light on/off and set brightness:

- "Hey Google, turn [appliance name] light on/off."
- "Hey Google, set [appliance name] light to 70%."



## IMPORTANT NOTES & WARNINGS



### DANGER

**ELECTRICAL SHOCK HAZARD!** Serious injury or death may occur. Disconnect from electrical supply before servicing this heater.



### WARNING

**Servicing and maintenance MUST be carried out by an authorised and licenced service person only.**



### WARNING

If the supply cord is damaged, it must be replaced by Bromic, a service agent of Bromic or similarly qualified persons in order to avoid a hazard. Contact Bromic for further information on replacement of the supply cord.



### WARNING

**Lifting & Moving Hazard. Maximum safe lifting 35 lbs per person.**

- For longest product life, and to maintain product appearance, mount heater under cover and protect from rain and weather whenever possible.
- Before cleaning ensure the appliance is off and has been off for at least 2 hours after operation. The heater must be cool to touch before cleaning can begin.
- The exterior housing of the heater should be cleaned regularly. Use a clean, soft, damp cloth. Salt in the air can cause rusting of metal, especially at locations near the coast. Additional cleaning of the heater with a soft damp cloth fortnightly will aid in maintaining the product's appearance. Do not clean heater with cleaners that are combustible or corrosive.
- Improper cleaning of the front of the appliance can cause scratching and reduce the appearance of the appliance. Below guidelines must be read before cleaning the front of the appliance and must be followed to maintain the quality of the surface finish.

DO NOT	DO
Do not use harsh cleaning pads or sharp tools. Do not use harsh cleaning chemicals. Do not spray the appliance with water for cleaning.	Use a clean, soft, damp microfibre cloth. Use lukewarm water and a mild dish washing detergent.
Do not use a dry cloth or your hand to wipe clean the surface. Using a dry cloth or your hand to clean the surface will rub dirt and dust into the surface and may cause scratching or damage.	Use a microfibre cloth in the lukewarm water solution. Rinse out the cloth frequently to remove any dirt and dust from the cloth to avoid scratching the surface.
Do not apply pressure and rub the surface. Do not apply continuous, erratic scrubbing.	Gently wipe the microfibre cloth across the surface. Apply minimum pressure to avoid scratching. Minimise contact with the surface. Use the same directional stroke, lift hand and repeat.
Do not buff dry with a cloth that could cause scratching.	Allow surface to air dry.

# TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE (S)	CORRECTIVE ACTION
No heat	<ol style="list-style-type: none"> <li>1. Incorrect heater setting chosen.</li> <li>2. Incorrect Voltage.</li> <li>3. No power</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose heat setting using remote (33%, 66% or 100%).</li> <li>2. Connect to 220-240V power supply.</li> <li>3. Check connection to power supply.</li> </ol>
Not enough heat	<ol style="list-style-type: none"> <li>1. Incorrect heater setting chosen.</li> <li>2. Heater too small for application.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose higher heat setting using app (66% or 100%).</li> <li>2. Add additional heater(s).</li> </ol>
Too much heat	<ol style="list-style-type: none"> <li>1. Incorrect heater setting chosen.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose lower heat setting using remote (66% or 33%).</li> </ol>
No Light	<ol style="list-style-type: none"> <li>1. Incorrect lighting setting chosen.</li> <li>2. Incorrect Voltage.</li> <li>3. No power.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose lighting setting using remote (50% or 100% (DIM^)).</li> <li>2. Connect to 220-240V power supply.</li> <li>3. Check connection to power supply.</li> </ol>
Not enough Light	<ol style="list-style-type: none"> <li>1. Incorrect lighting setting chosen.</li> <li>2. Light too small for application.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose higher lighting setting using app (50% or 100% (DIM^)).</li> <li>2. Add additional light(s).</li> </ol>
Too much Light	<ol style="list-style-type: none"> <li>1. Incorrect lighting setting chosen.</li> </ol>	<ol style="list-style-type: none"> <li>1. Choose lower heat setting using remote (50% or OFF (DIM^)).</li> </ol>
App is unresponsive/ frozen	<ol style="list-style-type: none"> <li>1. Too many requests in a short period of time.</li> <li>2. App or phone operating system may be out of date/incompatible.</li> <li>3. Unstable internet connection.</li> <li>4. Not within the BLE range</li> </ol>	<ol style="list-style-type: none"> <li>1. Close and reopen Bromic Smart-Heat App.</li> <li>2. Complete a software update on both smart device and Smart-Heat App.</li> <li>3. Ensure that there is a strong network connection (3 signal bars).</li> <li>4. When operating on BLE mode, ensure that user is within 10m (30ft) of the controller.</li> </ol>
Cannot connect to controller	<ol style="list-style-type: none"> <li>1. [Bluetooth communication] Smart device is outside Bluetooth range of the controller</li> <li>2. [Bluetooth communication] Other user is currently connected to the controller and controlling appliance.</li> <li>3. [Wi-Fi communication] Controller is outside range of Wi-Fi network.</li> <li>4. There is signal interference.</li> </ol>	<ol style="list-style-type: none"> <li>1. [Bluetooth connection] Operate heaters within 10m (30ft) of controller.</li> <li>2. [Bluetooth connection] Ensure no other user controlling appliance at the same time.</li> <li>3. [Wi-Fi connection] Ensure Wi-Fi network is active and controller is within range.</li> </ol>

Controller is not identifiable during installation	<ol style="list-style-type: none"> <li>1. Bluetooth is not enabled on user's device.</li> <li>2. Controller already claimed by another user.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on BLE on user's device.</li> <li>2. Delete controller from other user's site/account.</li> </ol>
Did not receive account activation email.	<ol style="list-style-type: none"> <li>1. Email is in junk or spam folder.</li> <li>2. Account was registered with incorrect email or a typo was made whilst registering.</li> </ol>	<ol style="list-style-type: none"> <li>1. Check junk or spam folder.</li> <li>2. Attempt to register again with correct email.</li> </ol>
Cannot complete installation on WiFi or Ethernet	<p>[WiFi Connection]</p> <ol style="list-style-type: none"> <li>1. Incorrect SSID or Password.</li> <li>2. Network is not 2.4GHz</li> <li>3. Firewall policy not allowing communication.</li> </ol>	<p>Check with your IT administrator with the following details:</p> <ol style="list-style-type: none"> <li>1. WiFi network settings on 2.4GHz.</li> <li>2. Firewall policy allows MQTT, NTP and DNS services. Run a firewall bypass test using a SmartPhone Hotspot and configure the controller on this WiFi Hotspot setting.</li> <li>3. See below for further firewall policy details.</li> </ol>
Network Firewall policy not allowing Internet connection	<ol style="list-style-type: none"> <li>1. WiFi installation fails with error "cannot ping the cloud IP address."</li> <li>2. Connection fallbacks to Bluetooth and cannot restore WiFi connection.</li> </ol>	<p>Your IT administrator must allow communication on the following:</p> <ul style="list-style-type: none"> <li>-URL: <a href="https://bromic.production.broker.eu.freia.io">bromic.production.broker.eu.freia.io</a></li> <li>-Port: 8883 inbound and outbound</li> <li>-URL: Pool.ntp.org</li> <li>-Port: 123 inbound and outbound</li> <li>-DNS: IP 8.8.8.8</li> <li>-Port: 53 inbound and outbound</li> </ul>

## REPLACEMENT PARTS

Part Number	Description	Part Number	Description
BH0820011-2	Eclipse Electric Portable Heater Head (EU)	BH8380025-1	Mains Cable (EU)(16A) for Eclipse Electric Portable
BH8380021-1	Eclipse Electric Portable Arms Assembly	BH8380026	Screw & O-Ring Set Portable Eclipse
BH8380022-2	Eclipse Electric Portable Base Assembly (EU)	BH8380027-2	Portable Control Box (EU) for Eclipse Electric Portable
BH8380023	Base Top Cover for Eclipse Electric Portable	BH8380028	Base Weight (10 kg) for Eclipse Electric Portable
BH8380024	Base Wheels Set (2) for Eclipse Electric Portable	BH8380013	Eclipse LED