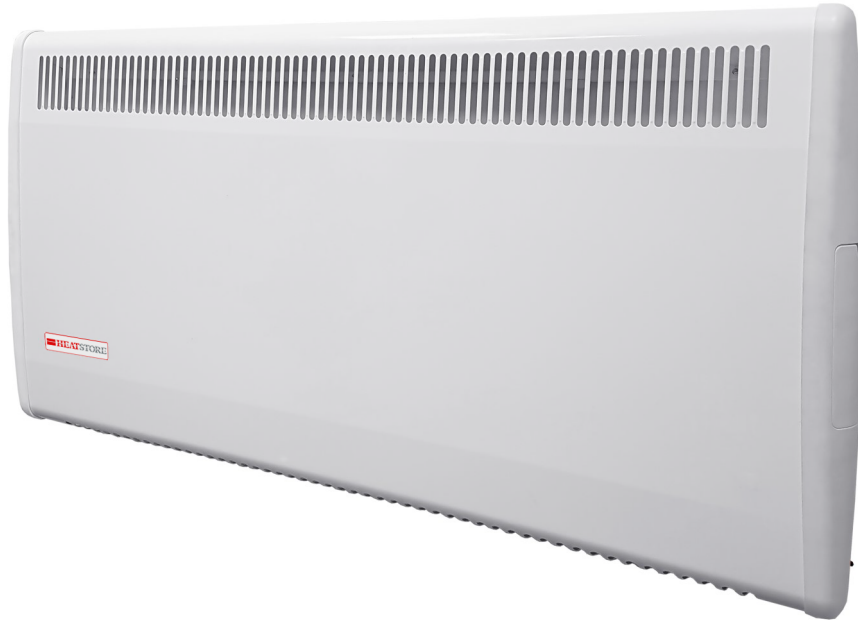




THE TOTAL ELECTRIC HEATING SOLUTION



Installation & Control Guide for Wi-Fi PIR Control Panel Heaters

Models

HSP500WIFI HSP750WIFI HSP1000WIFI
HSP1500WIFI HSP2000WIFI

All electrical appliances produced by the Company are guaranteed for two years against faulty materials or workmanship. This applies only if the appliance has been used for purposes in accordance with the instructions provided and has not been connected to an unsuitable electricity supply, or subject to misuse, neglect, damage or modified or repaired by any person not authorized by us. This guarantee is offered to you as an extra benefit and does not affect your legal rights.

The correct electricity supply voltage is shown on the rating label attached to the appliance.

Reasonable care has been taken to ensure that this guide is accurate at the time of printing. In the interest of progress the Company reserve the right to vary specifications from time to time without notice.

Overview

Please read this guide carefully and retain for future use and maintenance.

This appliance has been designed and manufactured to the highest international standards, however, care must be taken for optimal results and safety. This appliance also meets the requirements of EU Directive 2004/106/EC for EMC and 2009/125/EC Directive.

Safety & Care

The appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.

Warning

- Do NOT site the appliance in a corner.
- Do NOT handle the appliance with wet hands.
- Do NOT use the appliance in workshops or rooms where excessive dust is generated or present.
- Ensure that nothing is pushed into any aperture of this appliance.
- Do NOT touch outlet grille when the appliance is in use.
- Do NOT cover or restrict any aperture of the appliance when in use.
- Do NOT use the appliance if damaged.
- Do NOT leave the appliance unattended where young children are present.
- If used in a bathroom, the heater is to be installed so that the switches and other controls cannot be touched by a person in the bath or shower.
- Operating temperature range -10 to +40 °C
- The heater MUST be fully secured in the vertical position before being switched on.
-

Connection to the WIFI



The heaters only work with a 2.4GHz WIFI network.



Currently all routers support the 2.4GHz band, as it is an older standard and has maximum device compatibility. Routers can also support 5GHz WIFI and are often set up to hide which frequency band is being used, combine both bands

into a single network name, and assign the band automatically. A mobile phone could be automatically connected to the 5GHz network, and this will cause pairing issues. Routers usually have a setting that gives each band to have a different network name, which is configurable through the router's web interface. This allows the phone to unambiguously select the 2.4GHz network. For full pairing instructions, see section 9.

Thermally Operated Cut-Out

The appliance is fitted with a thermally operated cut-out (TOC). This is a safety device, which switches the heater off if, for any reason, the appliance overheats. The TOC can only be re-set after the appliance has cooled down. In order to re-set the TOC, proceed as follows:

- Switch off appliance and leave for approximately 10 minutes.
- Switch appliance back on and TOC will re-set.
- Ensure that the appliance is functioning correctly. If the TOC control operates again, the appliance should be checked by a competent electrician.

The heater carries a 'Do Not Cover' label to warn the user that if the appliance is covered, there is a risk of overheating.

Cleaning

Always disconnect the heater from the mains before cleaning. The heater should not require any maintenance, but it is strongly advised that it is kept clean. An occasional wipe over with a soft cloth is all that should be necessary.

- Do NOT use metal or furniture polish on any part of the heater.
- Do NOT touch the heater with wet hands or in any way bring water into contact with it.

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

If Your Heater Does Not Work

- Check that power is available to the heater.
- Check that the thermal cut-out has not operated. Follow the reset instructions given under the section headed 'Thermally Operated Cut-out'.
- Check that the fuse in the spur unit has not blown. This can be done by replacing the fuse with another suitable fuse.

Should none of the above remedies work, then telephone the helpline number shown in these instructions (UK ONLY). Do not attempt to repair the heater.

Connection to the Main Supply

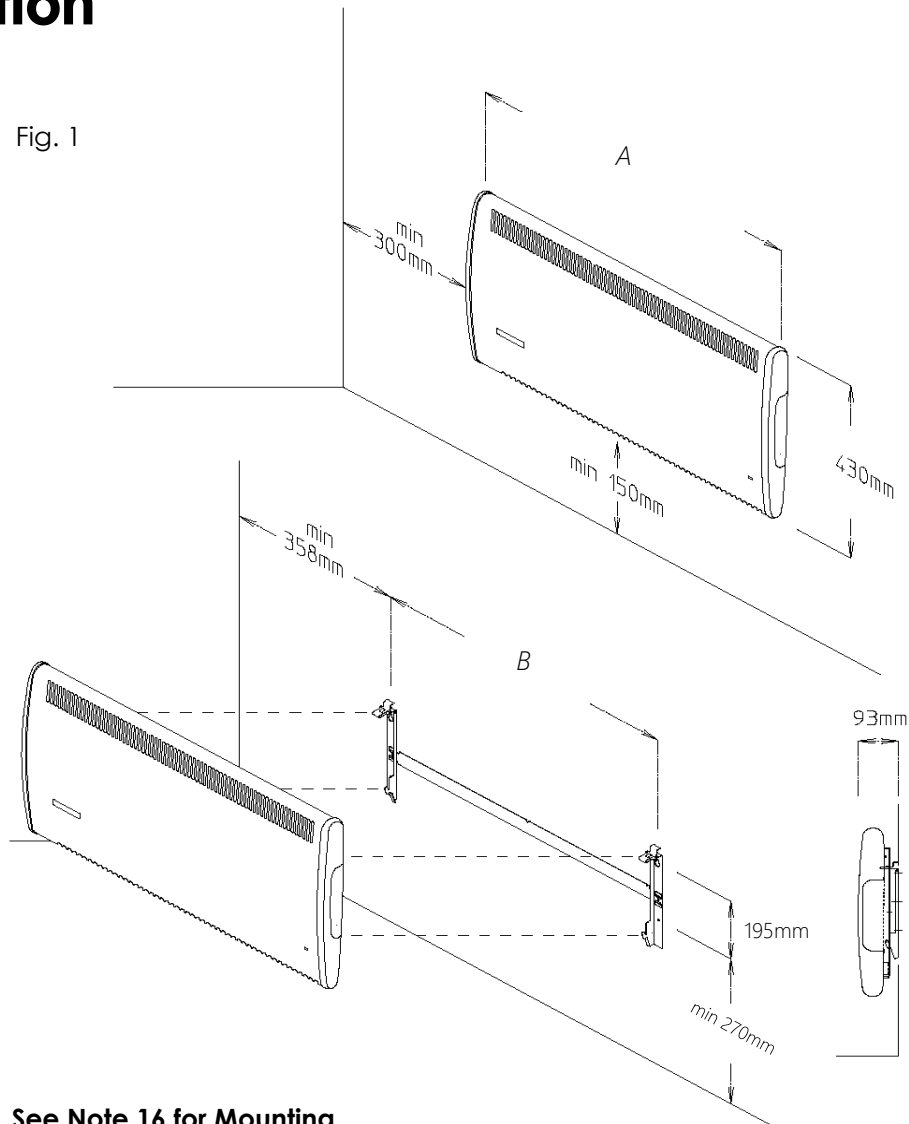
Electrical installation should be carried out by a competent installer, preferably registered with NICEIC (National Inspection Council for Electrical Installation Contracting) in accordance with the latest edition of the IEE Wiring Regulations, (BS.7671), and any relevant Local Authority Bye-Laws. This heater is fitted with a 3-core mains supply cable and must be permanently connected to the electricity supply via a double pole switch having 3mm gap on each pole. **There are no exceptions.** A switched Fused Connection unit to BS.1363. Part 4 is a recommended mains supply connection accessory to ensure compliance with safety requirements applicable to fixed-wiring installation.

Note: When switched on for the first time the appliance may emit a slight smell. This is purely the evaporation of a fluid used in the manufacturing process.

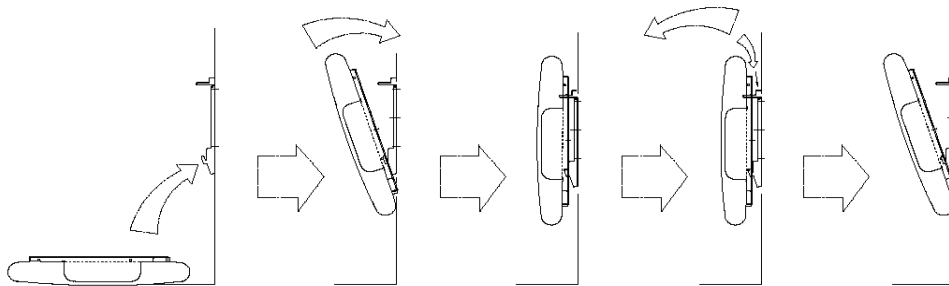
WARNING: This appliance must be earthed.

Installation

Fig. 1



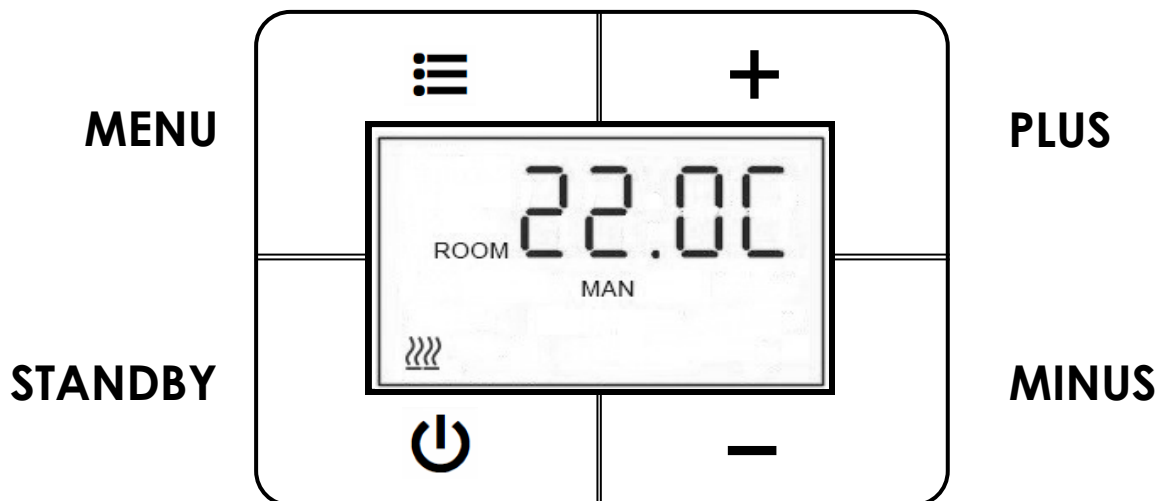
See Note 16 for Mounting



	MILLIMETRES		
	WATTS	A	B
HSP500WIFI	500	442	303
HSP750WIFI	750	442	303
HSP1000WIFI	1000	614	477
HSP1500WIFI	1500	720	582
HSP2000WIFI	2000	852	713



The heater **MUST** be fully secured in the vertical position before being switched on. It must be 'clicked' into the locking tabs. See section 15 for more mounting information.



1. Basic Operation

Before you can use the HSP-WIFI, it has to be activated by pressing any control button. The LCD backlight will turn on. To operate any control button, press within 15 seconds of activation.

2. Time and day setting

-Press and hold the MENU button for 5 seconds.
Minutes are flashing - use + and - buttons to set minutes.

-Press MENU button

Hours are flashing - use + and - buttons to set hours.

-Press MENU button

Day is flashing - use + and - buttons to set Day.

Once you are happy with the settings, press MENU to return to main screen.

When connected to the app, time will be taken automatically from the internet.

3. Selecting operating mode

The HSP-WIFI has 4 operating modes:

BOOST, MANUAL, SETB, PROGRAM.

BOOST, MANUAL, SETB and PROGRAM can be selected by pressing the MENU button to cycle through the options. The cycle sequence will always start with BOOST mode followed by MANUAL, SETBACK and PROGRAM.

4. BOOST - 15 minutes

The boost feature increases the room temperature for 15 minutes.

1. Use + and - to set the temperature.

To amend the set temperature when in Boost mode, simply activate the display by pressing any button. Then use + and - to change the temperature. Once the temperature is set, you can leave the display to return to the main screen and the settings will be saved. After 15 minutes, the HSP-WIFI will return to previous operating mode.

5. MAN - Manual Mode

In manual mode, the heater maintains a set temperature between 4°C and 35°C.

1. Use + and - to set the temperature.

To amend the set temperature when in Manual mode, simply activate the display by pressing any button. Then use + and - to change the temperature. Once the temperature is set, leave the display to return to the main screen and the settings will be saved.

6. SETB - Setback Mode

Setback mode can be used for frost protection, situations where a minimum room temperature must be maintained. It maintains a temperature between 4°C and 15°C.

To amend the set temperature when in Setback mode, simply activate the display by pressing any button. Then use + and - to change the temperature. Once the temperature is set, leave the display to return to the main screen and the settings will be saved. When the room temperature drops below the set temperature the heating will be active.

6. PROG - Automatic mode

In this mode, the HSP-WIFI will follow the week's time / temperature program.

See section 8 for information.

7. Standby mode

The heater has a standby mode. To enter/exit this mode, press the STANDBY button. The heating will not be activated when in standby mode.

8. Set 7-day program

Each day has 24 time periods, one period for each hour of the day. To set up your program, you must select the required temperature for each time period. Once the day has been selected, the screen will show 2 numbers. The first number represents the hour of the day (10 would represent the 10am-11am heating period) and the second number represents the temperature. For example, should the display read 10:22, the heater would maintain a temperature of 22°C between 10am and 11am. Once the time has passed 11am, it will move to program 11.

Setup instructions

1. Press and hold MENU for 5 seconds to enter the program setup menu.
2. The day will be flashing, this is the select day menu. Navigate between the days Using the + and - buttons.
3. Once the required day is flashing press MENU to select it, this brings you to the setup menu for the selected day.
4. The display will start with program 0 (midnight-1am). Use the + and - buttons to increase/decrease the temperature.
5. Once you have set the temperature, use the MENU or STANDBY button to navigate the programs.
6. When you advance/return beyond the program range (Prog 0-23) the timer will return to the select day menu.

Use these steps to set the temperature for every hour of every day. It is important to set every hour to avoid the heater operating during unwanted hours.

Copy day function

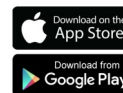
Should your automatic timer requirements be the same on multiple days, you can use the copy day function to save time during setup.

To do this, when in the select day section of the program setup menu press and hold the STANDBY button. This will bring you to the copy day mode. To select which day you wish to copy press the MENU button and this will cycle through numbers 1-7 on the screen, this relates to which day you would like to copy. 1=MON, 2=TUE, 3=WED etc. To select which day you would like to copy the programmes to, use the + & - to navigate to the day. Once both are selected, press the STANDBY button to copy the day.

To exit copy day mode, press and hold the MENU button. This will return the timer to the main menu.

9. Connection to the Heatstore Connect app

Before pairing, the App must be installed on your smart phone. The app is compatible with IOS and Android Smartphones. Go to the app store or play store and search :



Heatstore Connect

When the app asks for the WIFI make sure that the WIFI network and password are entered correctly – the app usually selects the right network, but you need to enter the password. Until you successfully pair a device to a network it does not remember the password, and if the password is entered incorrectly it doesn't specifically tell you that this is the problem.

Pairing the heater to the Heatstore Connect app.

1. Ensure the smartphone or tablet is connected to 2.4GHz WIFI network and the Bluetooth is enabled.
2. Press and hold the MENU and + buttons for 5 seconds. The timer display will read "Pair"
3. select the + symbol in the top right corner of the Heatstore Connect app
4. select "Heater (BLE)"
5. The app will ask you to confirm the heater indicator is blinking rapidly.
6. If the indicator is blinking rapidly, tick the box and click next.
7. The app should show that one device has been found. Select the + symbol next to this heater.
8. Enter the correct WIFI name and password on the App.
9. The heater will begin to pair to the app. This can take up to 60 seconds.
10. Once pairing is successful, the + symbol will be replaced with a tick.
11. Select Next and the app should display 'Added successfully'. The heater is now paired and ready to be used with the app.
12. A solid RF symbol on the timer means the heater is connected to the internet. The time is automati-



If the pairing is unsuccessful, check the points below and retry.



1. Ensure you are using a 2.4Ghz WIFI network.
2. Ensure you have a solid internet connection.
3. Ensure you have entered the network name and password correctly.
4. Check if the heater has appeared on the home page in the app.
5. Ensure Bluetooth is enabled.
6. Check the network has not got any restrictive settings.

10. Open Window Detection

Ensuring you don't waste energy on heating the outside world, the heater is equipped with optional open / closed window detection. The heater recognises sudden drops in temperature when a window or a door is opened and turns the heating off to save energy. When the window is closed, the heater will automatically detect a temperature rise, and switch itself back on. Once enabled in the setup menu, the open window detection is fully automatic and does not require any human intervention to be activated.

Setting-up Open Window Detection

The system has been factory set to default time and temperature values. If necessary, all values can be adjusted. When the heating is on, open window detection sensor will automatically switch the heater off when it detects a fall in temperature of 2°C in less than 10 minutes (this temperature can be changed in menu 7 and time in menu 6). If a temperature rise of 2°C in less than 30 seconds is detected, the heater will switch itself back on (this temperature can be changed in menu 9 and time in menu 8). These changes can also be made in the app. When viewing the heater settings, select the 'open window detection' menu.

11. Optional HSPLK Locking Device


The HSPLK locking device can be used to mechanically lock the controls to prevent tampering with settings. As it is not supplied with the heater, kindly contact our Sales team if required.



Locking tab


Locking screw

12. Keys locking

Press and hold + and - together for 5 seconds. The display will show  symbol. Repeat the step to unlock.

13. Heat symbol on the display

Every time there is a demand for heat, the display will show the heat icon.

 - full heat output

14. Mounting

Please refer to illustrations in Fig.1 for wall mounting.

Remove wall bracket from the heater. Fix wall bracket to wall using screw holes provided. Present heater to bracket. Locate heater onto bottom lugs via 2 sets of relevant slots in rear panel. Hinge heater upwards and locate the top tabs into the slots in the back of the heater and 'click' into position.

To remove the heater from the wall first disconnect the power then press down on the two top tabs to release the heater. Hinge the heater forward on the bottom lugs. The heater can be now lifted off the bottom lugs to remove it from the wall. The heater must not be located immediately below a fixed socket outlet.

15. Setup menu

1. Press and hold MENU and - together for 5 seconds.
2. The display will enter the setup menu.
3. Use + and - to change a value.
4. Use MENU to scroll between the settings.

01 - temperature calibration

The temperature reading has been factory calibrated but if for any reason it needs adjusting (better accuracy required, to suit different position in the room etc.), the reading can be recalibrated in 0.5 degrees steps.

02 - change between degrees Celsius or Fahrenheit

03 - set minimum temperature
(4°C = frost protection)

When this is set, the heater will operate in any mode should the room temperature fall below the set temperature.

04 - set maximum temperature

When this is set, the maximum temperature in any mode cannot exceed the limit.

05 - open window detection 0 = off, 1 = on

06 - 600 - open window detection time 600 seconds

07 - 2 - temperature drop of 2°C in the detection time

08 - 30 - closed window detection time of 30 seconds

09 - 2 - temperature rise of 2°C in the detection time

a - Enable occupancy sensor

b - Occupancy sensor time out

c - Self learning enable

d - Occupied Temperature

e - Unoccupied temperature

16. Control using the Heatstore Connect app Basic control of an individual heater

When you open the Heatstore Connect app, select the heater you would like to control. This will bring you to the main page for controlling the heater. In this page, you can change the operating mode and comfort temperature on this screen. The dial in the middle of the screen is used to adjust the temperature. The icons on the top of the screen are used to change the operating mode.

17. Basic settings menu

In the settings menu, select the title 'basic' to access the basic menu. In this menu, you can view the wattage of the heater, adjust the temperature correction and toggle open window detection, the occupancy sensor and self learning mode on/off.

18. Pin number locking

The lock feature allows you to lock 2 different aspects of the system using a pin number. You can either lock the heater completely so that it cannot be tampered with, or only lock the WIFI pairing. Locking the WIFI pairing prevents people from pairing the heater to their smartphones unless they have the pin. These settings can be implemented under the title 'Lock' in the settings menu. You cannot view the lock settings until the WIFI pairing lock is enabled.

To disable the pairing lock via the timer, hold down the MENU and + buttons. To disable the heater lock via timer, hold down the + and - buttons. This will prompt you to enter a 4-digit pin. Enter the 4-digit pin using the + and - buttons to select a value, the MENU button to advance to the next digit, and the STANDBY button to confirm.

Once the pin has been entered, the lock is disabled and the pin does not need to be re-entered.

NOTE: Once this pin has been confirmed, the lock cannot be removed without knowing the correct pin number.



The pin is NOT recoverable.



19. Self-learning mode

This mode allows the heater to monitor movement patterns and predict when people are likely to use the room. Once a pattern is detected, the heater will add the pattern to the automatic timer. The learning mode will only switch the heater on automatically if the product is left in auto mode.

Occupancy sensor data is recorded in a week period. Time is divided up into hour segments. Any occupancy detected during the hour counts as an 'occupied' segment in the data. There are 2 different learning mode options available, 2 weeks and 3 weeks. The default mode is the 2 week learning period. In this operating mode, if there are readings of occupancy at the same time and day 3 weeks in a row, then a pattern is detected and added to the automatic timer. In 2 week mode, only 2 consecutive weeks are required. The parameters can be changed via the app. To do this, enter the settings menu and select the title 'self-learning programme'.



After the self-learning function is enabled, the heater will start overwriting the existing time schedules immediately. It is recommended to leave the heaters in manual mode with occupancy sensor enabled for the period of 2 or 3 weeks to allow the time schedules to be recognised by the heaters.



20. Occupancy sensor

In order to detect movement in the room, the heater has a built in microwave sensor. For the occupancy detection to work correctly it is necessary to find the right settings for the sensor. This will minimise erroneous triggering. All settings can be changed using the Heatstore Connect app. This can be done under the title 'Occupancy Sensor' in the settings menu.

There are 3 values which can be changed. These are the **sensitivity**, **responsiveness** and the **occupancy timeout**.

The value for **sensitivity** adjusts the point at which a disturbance counts toward the decision to trigger the heater. It is adjustable from 0 to 9 which adjusts the sensitivity. 0 is minimum sensitivity, 9 is maximum sensitivity. Setting sensitivity to the minimum setting (zero) disables the sensor.

The value for **responsiveness** is used to consider several readings before triggering occupancy. This value is also adjustable from 0 to 9, the higher it is set the less sensor readings are required to trigger occupancy. 0 is minimum responsiveness, 9 is maximum responsiveness.

The **occupancy timeout** is the length of time the heater stays on for without movement being triggered.


How does the microwave sensor work?

The occupancy sensor works differently depending on what operating mode is manually selected.

When in MANUAL mode, the microwave sensor will switch the heater into FROST mode automatically when the occupancy timeout is reached. The app display will then show 'Auto off'. When this is shown, the heater will switch back to manual mode automatically once movement is detected.

When in automatic mode, the heating will automatically switch off when the occupancy timeout is reached. It will then switch back on when movement is detected. The preheat function is unaffected by this and operates as normal.



21. Energy consumption

Selecting the  icon will load the Energy consumption menu. This menu shows how much power the individual heater has used in the last day, week, month and year.


The energy usage values are approximate. They are based on recording time the heaters are producing heat. The mains voltage and actual heater wattage aren't taking to account when calculating values.

21. Naming the product in the Heatstore Connect App

Once the heater is linked with the app, it is given a generic name and icon. These can both be changed.

To do this, when the controller menu is open (this is the menu you can control the product with) select the  icon in the top right corner of the screen. Next, select the  icon again. From this page, you can change the name of the controller and import an image to represent your product.

22. Setting the automatic program using the app

The 7-day program can be set using the app instead of the electronic timer. To access the program page, select the  icon. This 7-day program is the same as the one discussed in section 8. Modifying the program on the app will modify the program on the timer automatically.

Tapping an hour slot will turn it grey and bring up 2 options. These are 'Delete' and 'Settings'. Tapping delete will default the temperature for that slot to 4°C. Tapping settings will allow a temperature between 4°C and 40°C to be selected.

Multiple hour slots can be selected at once provided they are on the same day and in a row. For example, if the program needed to be 22°C from 9am-5pm on Monday you would need to follow the steps below.

1. Select the box after 09:00 Monday (the box will turn grey)
2. Scroll down and select the box before 17:00 on Monday. All boxes from 09:00 up to 17:00 will turn grey.
3. Select the option 'settings' which appears next to the grey boxes.
4. Select a temperature of 22°C.
5. Tap 'Done'
6. All boxes between 09:00 and 17:00 will be set to 22°C and the heater will maintain this temperature during these times.

Repeat these steps for all time periods so that the heater runs as required.

23. Smart Automation

The automatic program which is explained previously is only capable of switching the heating on/off in one hour increments, i.e. the heating could not be switched on at 10:30am, it would need to be either 10am or 11am.

The Smart automation feature which is only available via the app can offer a solution to this. It allows an unlimited amount of programs to be set on every day of the week.

To use it, follow the steps listed below.

1. Open the Heatstore Connect app and select the 'Smart' option on the bottom of the screen.
2. Select the '+' symbol located in the top right of the screen.
3. Select the option 'Schedule'
4. Select 'Repeat' and choose the days which the program is required to run on.
5. Select an execution time. This is the time the program will be triggered.
6. Select 'Next'.
7. Select 'Run the device' and choose the device the program will control.
8. Select 'Mode' and then choose the operating mode the heater will switch to.
9. Select 'Name' to name the operation (optional).
10. Select 'Save'.

Repeat these steps for all automations required. A single time period would require two automations, one to switch the heater on, and one to switch the heater off.

You can activate/deactivate each individual automation without deleting it. To do this, from the main app screen select the 'Smart' option and use the toggle icon.

24. Group control

The APP can be set for group control where it is possible to control multiple heaters at once.

To set it up, open the app, select a heater you want in the group and press the edit icon in the top right hand corner. Select create group and follow the instructions on the screen.



THE TOTAL ELECTRIC HEATING SOLUTION

UK STATEMENT OF PSTI COMPLIANCE

We hereby declare compliance on our sole responsibility of the following products:

HSP500WIFI	500W Panel Heater with Wi-Fi and PIR Control White
HSP750WIFI	750W Panel Heater with Wi-Fi and PIR Control White
HSP1000WIFI	1000W Panel Heater with Wi-Fi and PIR Control White
HSP1500WIFI	1500W Panel Heater with Wi-Fi and PIR Control White
HSP2000WIFI	2000W Panel Heater with Wi-Fi and PIR Control White

to the provisions of UK Regulation:

PSTI – Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023,

Schedule 2 (Regulation 4) – Conditions for Deemed Compliance with Security Requirements With reference to the application of ETSI EN 303 645 V2.1.1 (2020-06) provisions:

- *5.1-1 and 5.1-2 for passwords*
- *5.2-1 for reporting security issues*
- *5.3-13 for minimum security update periods*

Support Period for Connected Products:

The products listed above will have a minimum support period of two years from their first commercial launch. For more information about the first commercial launch and further PSTI details please scan the QR code below*.



*If you are unable to scan the QR code, you can find the information by visiting <https://online.fliphtml5.com/fbwgm/hkce/>

Signed for and on behalf of City Electrical Factors, A Division Bristol (Heatstore),

Signature

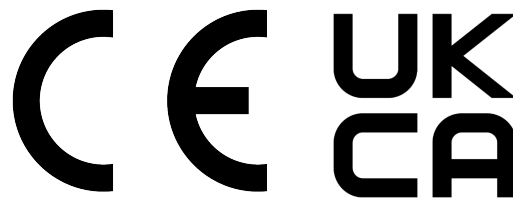
Date

Martyn Field
Technical Manager

City Electrical Factors, 141 Farmer Ward Road, Kenilworth, Warwickshire, CV8 2SU
A Division Bristol Group - Heatstore Unit 12, Access 18, Bristol, BS11 8HT, United Kingdom
EU: Castle Electrical Factors Ltd., Dundalk, A91 KA9R IR
Tel: 01179 235 375 E: enquiries@heatstore.co.uk



THE TOTAL ELECTRIC HEATING SOLUTION



Declaration Of Conformity

In accordance with UK Government Guidance.
WE HEREBY CERTIFY THAT THE APPLIANCES DETAILED HEREON HAVE BEEN
INSPECTED AND TESTED, AND CONFORM TO THE REQUIREMENTS OF THE
FOLLOWING UK STATUTORY INSTRUMENTS WHERE APPLICABLE:

Electrical Equipment (Safety) Regulations 2016 SI. 2016 1101

Electromagnetic Compatibility Regulations 2016 SI. 2016 No. 1091

Radio Equipment Regulations 2017 SI. 2017 No. 1206

The Ecodesign for Energy Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019. SI. 2010 2617

The Restriction of use of Certain Hazardous Substances. SI. 2012 No. 3032

The Waste Electrical and Electronic Equipment Regulations 2013. SI. 2013 No. 3113

Transposed standards used:

- **BSEN55014 (2006)**
- **BSEN301 489.1 & .3**
- **BSEN300 220.1 & .2**
- **BSEN60 730.2.9**
- **BSEN 60335.1 (2012)**
- **BS EN 60335.2.30 (2009)**

PART NUMBERS: HSP500WIFI, HSP750WIFI, HSP1000WIFI, HSP1500WIFI, HSP2000WIFI

NAME OF RESPONSIBLE PERSON: MARTYN FIELD

POSITION: TECHNICAL MANAGER

DATE: 01/10/24

Contact details
Heatstore

Unit 12, Access 18, Bristol, BS11 8HT Telephone: 0117 923 5375

Email: enquiries@heatstore.co.uk <http://www.heatstore.co.uk>

