manual instrucciones VITRO-i+ MINERAL R2 _EN v25 - E1400300 - 20211227

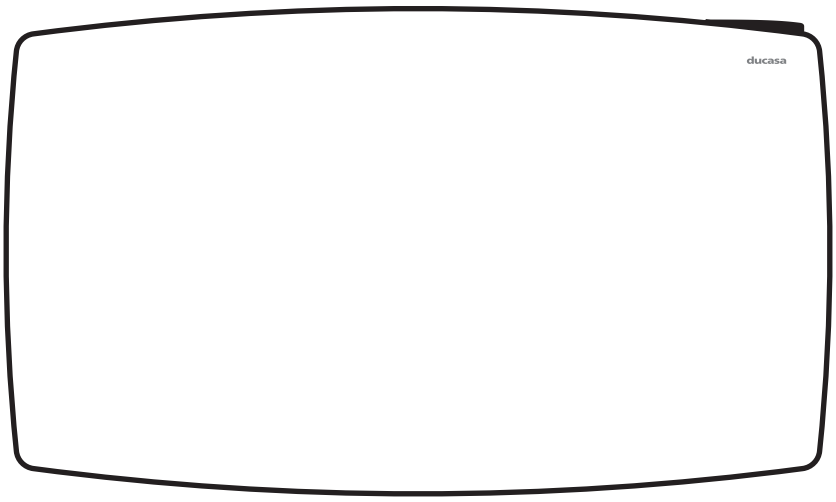
ducasa

The Vitro-i+

Radiant / Convector Combination Heater

Instructions for Operation and Installation

(Read these instructions carefully and retain for further reference.)



Models:
Vitro-i+ 750 Black
Vitro-i+ 1200 Black
Vitro-i+ 1600 Black
Vitro-i+ 750 White
Vitro-i+ 1200 White
Vitro-i+ 1600 White

Ready for smart command™ Tevolve

Amazon Alexa and Google Home compatible

JUST ASK alexa

works with the Google Assistant

NOTE

A qualified electrician must carry out the electrical installation of this radiator. The electrical installation must comply with current UK regulations. Any claim on the warranty could be invalid if these requirements have not been met.

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IMPORTANT SECURITY INFORMATION

- This appliance can be used by children aged 8 years and above and persons with reduced physical, sensory or mental abilities or lack of experience and knowledge, if they have been given supervision or appropriate training regarding the use of the device in a safe way and they understand the dangers involved.
- Children should not play with the appliance. Cleaning and maintenance should not be performed by unsupervised children.
- Children under 3 years should be kept out of reach of the appliance unless they are constantly supervised.
- Children between age 3 and younger than 8 years old should only turn on / off the device whenever it has been placed or installed at its normal operating position provided they are supervised or have received instructions concerning use of the appliance safely and understand the risks that the device has. Children from 3 years and under 8 years old should not plug in, regulate, clean the appliance or perform maintenance.
- Warning: Some parts of this product can become hot and cause burns. Pay particular attention when children and vulnerable people are present.
- Heaters must be installed correctly following the specific requirements of the Installation Instructions section below.

Warning: in order to avoid over heating the unit, do not cover the heaters. This symbol "DO NOT COVER", is placed on the heater as a reminder to the user.

ATTENTION:

- The heaters must not be covered by clothing, containers or any other objects that may block the air ventilation.

VERY IMPORTANT:

The **"OFF"** indicator shown on the heater's control panel does not mean disconnection of the heater from the power supply and should be understood as a standby condition. To ensure the heater is completely off and without access to the power supply, it is recommended to disconnect it from the power supply by removing the fuse from the spur outlet. Alternatively, change the mechanical switch on the rear of the heater to **"OFF"**.

- The unit must be placed away from flammable objects and children must not be left unattended when the heater is heating.
- The heater should not be located underneath any electrical connection.
- The electric supply line should be protected with a high sensitivity differential device (RCBO).
- Do not use the heater to dry clothes.
- Heaters must not be installed in places where there are risks of splashes such as next to bathtubs, sinks, etc.
- If the power cord is damaged, it must be changed by the manufacturer, its after-sales service or persons qualified to do so, to avoid possible danger
- Anyone who is in the bathtub or shower should not have access to the switches or other power operation devices. Always keep at least 0.6m (UK) or 3.0m (Ireland) between the radiator and the bath or shower.
  (UK: Outside zone 2, Ireland: Outside zone 3)
- The radiator must be installed so that around the radiator there is sufficient space for proper circulation of hot air, with a minimum distance of 150 mm to curtains, furniture, etc

- All repairs where required must be completed by the manufacturing company or by special authorised staff.
- If the heater is sold without cable and plug or any other disconnecting method, the installer must incorporate a disconnecting device taking into account the specific regulations that apply.
- This heater has been designed and created as a fixed heating device and must be used for this purpose only.
- The heater must be mounted directly to the wall using the brackets supplied with the heater.
- Do not place the heater directly on the floor.
- Make sure that the wall where the heater is going to be mounted is suitable to bear the heater's weight.
- Use the correct fixing for the type of wall the heater is to be mounted onto.
- Make sure that the electrical power supply corresponds to the information indicated on the heaters rating label.
- The heater must be levelled correctly both vertically and horizontally.
- When the heater is operational, the power cord must be totally unrolled and must not touch the surface of the unit.
- Do not operate the heater with wet hands.
- Before undertaking any type of maintenance, ensure that the heater is disconnected from the power supply by removing the fuse from the spur outlet.

TECHNICAL DATA

MODEL	Vitro-i+ 750	Vitro-i+ 1200	Vitro-i+ 1600
Power (W)	750	1200	1600
Voltage	230V /1Ph /50Hz		
Dimmensions WxHxD(mm)	670x500x110	840x500x110	1000x500x110
CLASS	II	II	II

GENERAL INFORMATION

The Ducasa Vitro-i+ glass fronted design heater provides a combination of radiant and convected heat and will grace any home. With an LCD display the Vitro-i+ can be used as a standalone heater, or used in conjunction with the smart command™ Tevolve system.

Luxurious design with glass front panel (Black or White)

Double heating circuit: aluminium heater for convection heating and heating circuit on glass for radiant heat.

Designed and fabricated in accordance with EN60335-1 and EN 60335-2-30

NEC Class II

The heater requires a 230V. 50Hz power supply and is a double insulated product so does not require an earth cable.

Wall mounted (by quick fixing system)

On-off main switch

Electronic digital thermostat with LCD screen

Standby, Comfort and Anti-frost settings

Keypad locking (anti-tamper) facility

Overheat protection

ELECTRICAL CONNECTION

A qualifed electrician must carry out the electrical installation of this heater. The electrical installation must comply with the current UK regulations. Any claim on the warranty could be invalid if these requirements have not been met.

The heater requires a 230V 50Hz power supply and is a double insulated product so does not require an earth cable.

CONNECTING WIRES

L = Live → Brown
N = Neutral → Blue

The connecting wires must be of the appropriate section, in regards to the length of cable, type of cable and power rating of the heater.

The heater must be connected into a fused connecting box or a plug fitted with an appropriate sized fuse for the heater – see Technical Data on Page 5.

We recommend that the connecting box is positioned 10cm to the right of the heater and at a height recommended by current UK regulations.

According to regulations, the heater must be connected to the power supply by means of an all-pole circuit breaker with a contact gap of at least 3mm or by a thermal-magnetic circuit breaker.

LOCATION

The ideal place to site the Ducasa heater is as close as possible to coolest wall in the room but it is not recommended to site the heater on un-insulated exterior walls, in this case, the part of the wall behind the heater should be insulated.

In bathrooms, the heaters must not be sited inside the protected area. The control unit switches must not be reachable, directly or indirectly, by a person in the bath or shower.

The heater, under no circumstances, should be installed below an electric power point.

Choose the location of the heater in respect of the minimum distances that are indicated below.

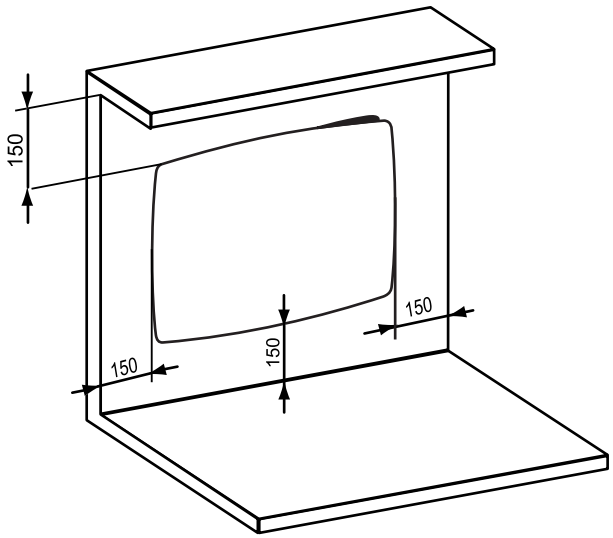
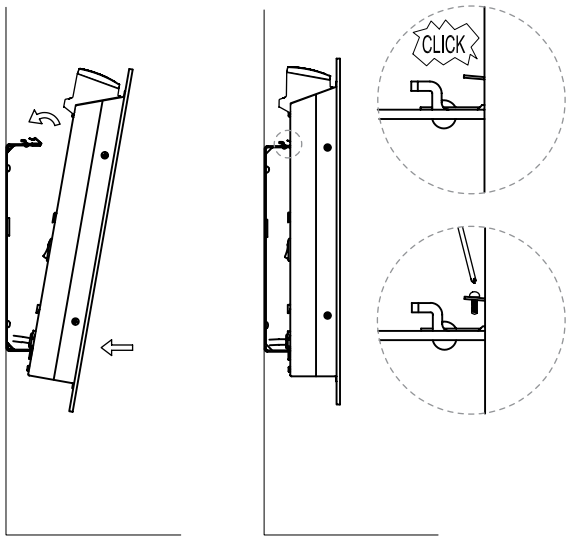


figure 2



Mounting the Heater

In order to mount the heater on a wall, it is necessary to first secure the support frame supplied with the heater to the wall.

Remove the support frame attached to the rear part of the heater. To do this first press the two upper clips of the support frame in order to release the frame from the upper rear part of the heater and then withdraw the lower part of the support frame. See Figure 2.

Place the support frame in a horizontal position against the wall and mark the location of the screw holes, as detailed below and shown in the Figures 3a and 3b below.

1. Stand the support frame on the floor, lean it against the wall and mark through the top holes, as shown in Figure 3a. Remove the support frame and drill and plug the wall for the fixing screws.
2. Attach the support frame to the wall by means of screws in the lower slotted holes and mark through the upper slotted holes for the top fixing screws. See Figure 3b. Drill and plug for these screws. In this manner the Vitro-i+ heater will be mounted on the wall with 205mm between the floor and the bottom of the appliance.
3. When the support frame is fixed to the wall mount the heater by first attaching the lower bracket and then the top ensuring the clip clicks into the heater. See Fig 2.

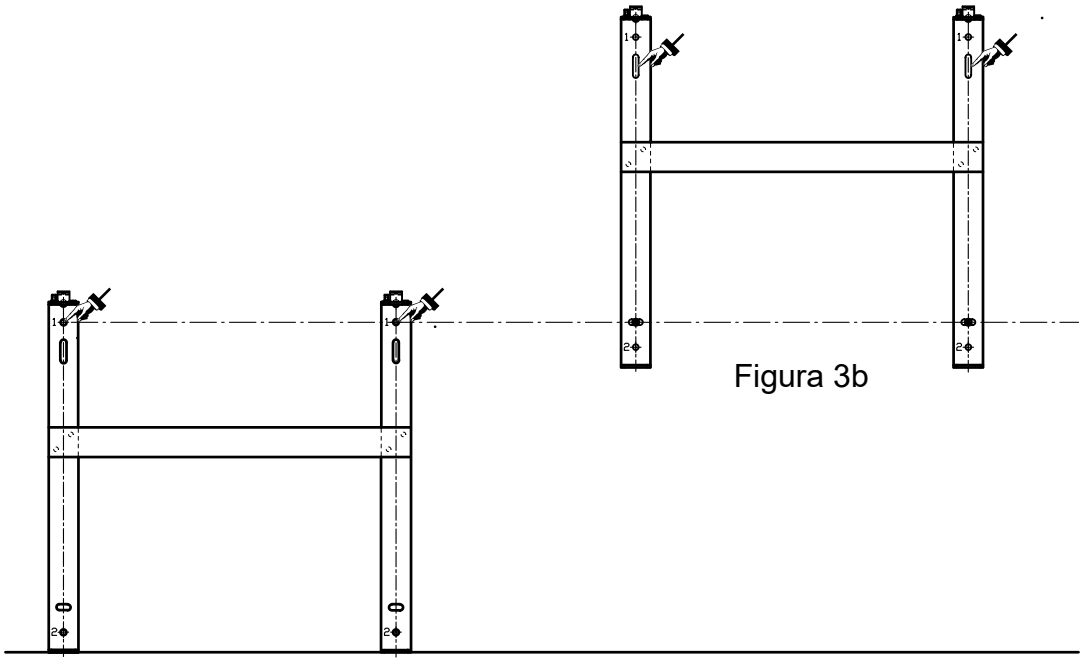


Figura 3b

Figura 3a

CONTROL OPTIONS

The Vitro-i+ is designed to be used in conjunction with the smartcommand™ Tevolve system and App, providing total control of your heating system from anywhere in the world via the internet. The App is available for both Android and iOS devices and offers the ultimate in control and energy monitoring.

Search for "Tevolve" on the either the Google Play Store or the Apple App Store.
Scan this QR code to access to the download.

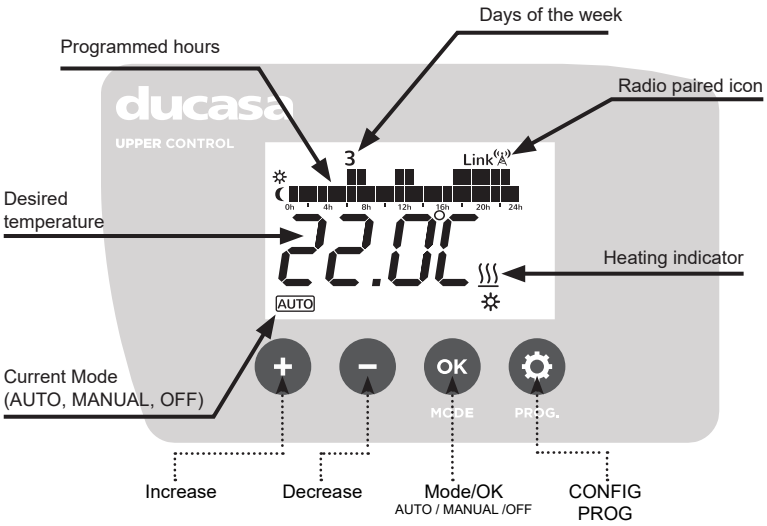
It is also possible to programme each radiator individually without the App by using the built in controls and screen. This may be convenient for single heaters however we recommend the smartcommand™ Tevolve Gateway to control multiple heaters.

The Vitro-i+ is also compatible with Amazon Alexa and Google Home via the smartcommand™ Tevolve System and App.

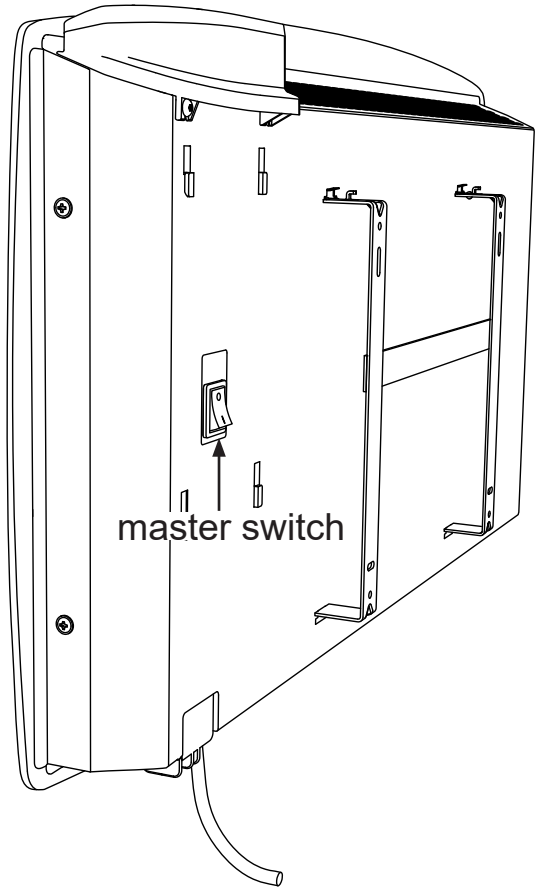
For instructions on how to link them, visit https://ducasa.co.uk/smartcommand/voicecontrol

OPERATING INSTRUCTIONS

The control is based on four buttons and an LCD display.



Ducasa Vitro-i+ Controls



SWITCHING ON (MASTER SWITCH)

Once the heater has been mounted on the wall and correctly connected to the main electricity power supply, press the main On-Off switch on the right hand side of the heater.

After around 3 seconds the screen will show various information and the heater is ready to work.

SWITCHING OFF (MASTER SWITCH)

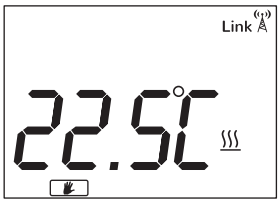
To switch off the heater press the main On-Off switch on the right hand side of the heater. The LCD screen will be blank and the heater will lose connection with the smartcommand™ Tevolve Gateway.

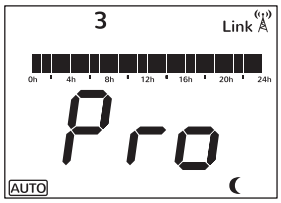
STAND-BY FUNCTION

Press the Mode/OK button until the OFF symbol is present as shown in the following screen.

When the heater is in Stand-by Mode it will retain programmes and continue to communicate with the smartcommand™ Tevolve Gateway.

To switch the heater On again, press the MODE button to choose programme mode AUTO or manual mode – you will see the following screens:



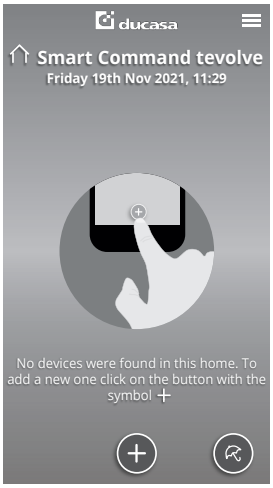


USING WITH SMARTCOMAND TEVOLVE APP

CONNECTING TO THE SMART COMMAND TEVOLVE APP

To use your Vitro-i+ via the smartcommand™ Tevolve App you must first connect and register your smartcommand™ Tevolve Gateway . To do this follow the instructions in the gateway manual.

Ensure you have downloaded and logged into the smartcommand™ Tevolve App using your user name and password, then press the + icon on the home screen, and follow the on-screen instructions.



Please Note: Paired devices will show in the order they were added onto the App and will be called Radiator1, Radiator2 etc.

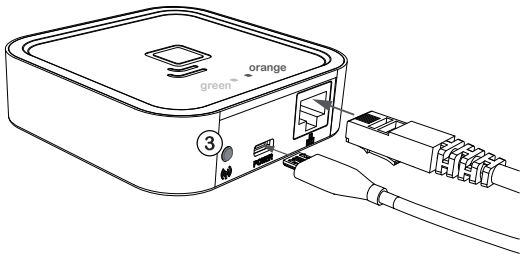
We highly recommend renaming each heater as they are paired to avoid confusion.

To do this select the paired heater and press the settings icon ⚙ where you can rename it.

Your Vitro-i+ is now ready to be controlled from the smartcommand™ Tevolve App.

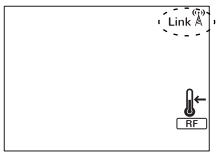
If the Vitro-i+ has been linked to the smartcommand™ Tevolve Gateway and for some reason communication is lost, the Link icon disappears and the antenna starts flashing on the Vitro-i+ screen. It will continue to operate in the mode it was in prior to losing communication.

If you don't have the access to the smartcommand™ Tevolve App or are unable to pair using the method above , press the Link button on the Gateway (3) for 3 seconds.



Once the orange LED starts to flash, press the CONFIG button on the Vitro-i+ and press the +/- button until the RF icon flashes. Then press OK

'Link' together with an antenna icon will appear in the top right of the screen.



Your Vitro-i+ is now connected to the smartcommand™ Tevolve Gateway.

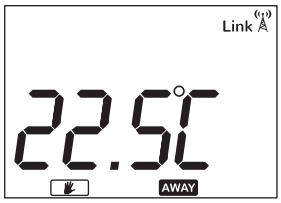
Please Note: Once the smartcommand™ Tevolve Gateway's link button is pressed you have one minute to add a heater. When the heater has been added, you have one minute to add a further heater without pressing button (3)

GEOLOCATION

This mode allows your smartcommand™ Tevolve system to reduce the set temperature by a number of degrees that is configured for each device from the App when you are away from home. The default is 2 degrees.

Geolocation is activated from the smartcommand™ Tevolve App within the Homes setting. If activated, all connected smartcommand™ Tevolve devices in the house will use this feature and AWAY will be shown on the Vitro-i+ display.

If any button is pressed on any connected smartcommand™ Tevolve device, all smartcommand™ Tevolve devices in the house will exit Geolocation mode for 2 hours, unless it's turned back on again.



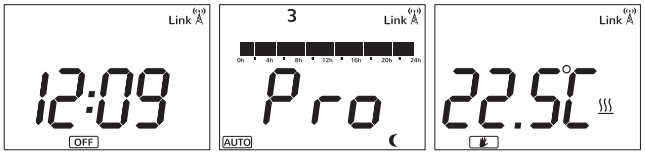
USING WITHOUT SMARTCOMMAND TEVOLVE APP

MODE OPERATION

To assist with programming the LCD screen is backlit and will stay illuminated for approximately 10 seconds after the last button is pressed.

When the heater is operational and the room temperature is lower than the set temperature the heating symbol will be shown indicating that the heater is producing heat. When the room temperature equals or is above the set temperature the heating symbol will not be present indicating the heater is not producing heat.

The following screens show **OFF**, **AUTO** and **MANUAL** modes. To chose diferent modes press **MODE/OK** button.

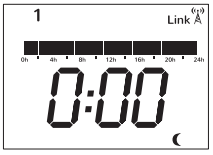


When the heater is in **AUTO** mode the temperature can be changed by pressing the +/- buttons. This change will remain active until the next programmed change or until midnight when the temperature will revert to the preset value.

When in MANUAL mode, use the +/- buttons to adjust the temperature

SETTING PROGRAMME AND CLOCK

To start programming press and hold **CONFIG/PROG** button for 3 seconds and the following screen will appear:

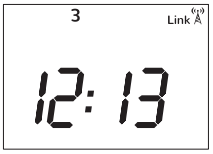


Programming starts on Monday at 00:00 and is set by choosing the required Mode for each hour of the week. Use the **OK** button to choose between Comfort ☼ , Economy ☾ or Frost ❄ Protection modes. On the screen programme hours will show two blocks for Comfort, one block for Economy and no blocks for frost protection. After choosing the mode press the +/- buttons to select the next hour to be programmed. When a full day has been programmed the screen moves to the next day.

Once each day of the week has been programmed the clock must be set.

Press the **CONFIG** button to exit from programming screen and enter the time setting screen.

To select the day of the week (1=Mon, 7=Sun) press +/- buttons and confirm with the **OK** button. Next select the hour, confirm with **OK** and then select the minutes and confirm pressing **OK** once more.



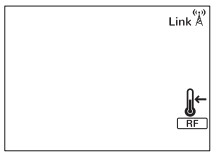
If a heater is paired with a smartcommand™ Tevolve Gateway, time setting is not required as it

recognises the system's time automatically.

ADJUST PROGRAMMED TEMPERATURES

Adjusting temperature in the following way will only effect the temperatures used for programmed modes.

To change these set up temperatures press the **CONFIG** button and the following screen appears:



When the temperature setup icon starts flashing, press OK to scroll through each mode.

Press the +/- button to change the temperature of each mode then press **OK** to confirm and go to the next MODE to exit temperature setup, press CONFIG.

KEYPAD LOCKING (ANTI-TAMPER)

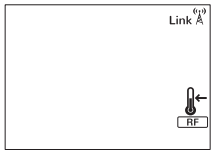
The Vitro-i+ can be locked to prevent any unauthorised person (children, people in public places, nurseries, offices, hotels etc.) altering the settings of the radiator. To lock the keypad press and hold the +/- buttons at the same time for 3 seconds until "bloc" appears on the screen. Any button presses will be ignored and "bloc" will be displayed on the screen.

To unlock keyboard, once again press and hold the +/- buttons for 3 seconds until the word 'bloc' disappears.

When the Vitro-i+ is locked the heater will still receive communications from the smart command™ Tevolve Gateway.

ADVANCED SETTINGS

To enter the advanced settings mode, press **CONFIG** while the heater is in one of the main modes (OFF, AUTO, MANUAL). The following screen will appear:



Now press the **CONFIG** button for 5 seconds and C1 appears on the screen.

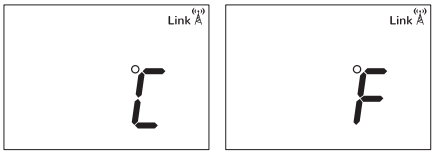
To scroll through the advanced settings (C1 to C6) use the +/- buttons and choose the required setting by pressing OK.

The advanced settings are:

C1-> Choose ºF or ºC
C2->Choose type of thermostat accuracy
C3-> Temperature Compensation
C4-> Firmware version
C5-> Open Window detection
C6-> Eco-Start

Degrees Fahrenheit or Celsius (C1)

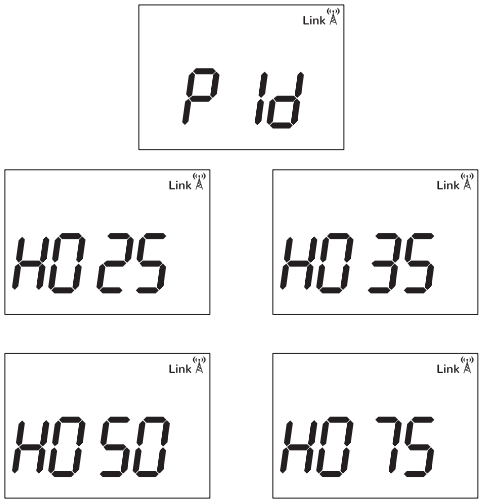
Select ºC or ºF with the +/- buttons and confirm with OK button



Type of Thermostat Accuracy (C2)

This setting shows the type of thermostat accuracy currently being used. There are 5 types of accuracy PID, hysteresis of 0.25ºC, hysteresis of 0.35ºC, hysteresis of 0.50ºC and hysteresis of 0.75ºC.

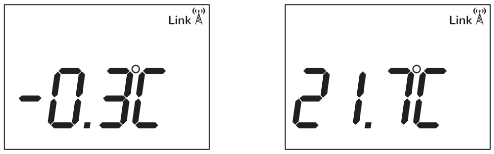
To change the type of accuracy press +/- button and confirm your selection by pressing the **OK** button. The screens shown are:



Temperature Compensation (C3)

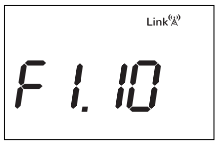
This setting is used to balance two heaters in the same room or to sync the Vitro-i+ with a thermostat. It will alternate between the temperature compensation (offset) and the measured temperature with offset applied. Alter the offset with the +/- buttons and confirm with OK.

Temperature compensation can be adjusted up to +/- 3ºC



Firmware Version (C4)

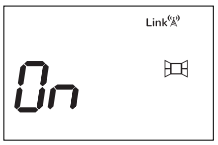
It shows internal software installed in the electronics.



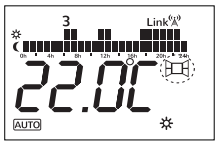
Open Window detection (C5)

In order to save energy, if a window opens and causes a sudden drop in temperature the heater will stop heating. If the heater is heating, it will be disconnected for 30 minutes and shows the Open Window icon on the display.

By default this function is deactivated. To change the status of the function, press the +/- button and then press ok to confirm.



This function detects a temperature drop of 0.6ºC every minute over a period 4 minutes.



The heater will restore normal function in any of these situations:

- After 30 minutes
- If the temperature increases by 0.2ºC for 1 minute from the point of activation.
- Pressing any button on the Heater

Eco-Start (C6)

With this feature activated the heater will learn what time it should switch on to achieve the required room temperature at your programmed time.

The heater will monitor the room temperature over a rolling 10 day period to establish how quickly the room reaches temperature and uses this information to switch the heater on at the correct time.

By reaching the required temperature at the set time and not before, energy use and running costs are reduced.

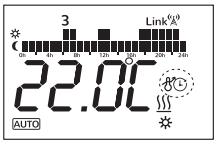
By default this function is deactivated.

To change the status of the function, press the +/- button and then press ok to confirm.

If this function is active then will be shown on the LCD screen.

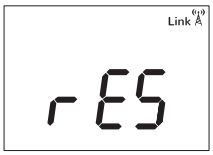
This function is only active while in AUTO mode.

If the heater is reset, all previous Eco-Start data will be deleted.



Heater Reset

Resetting the heater will return all settings to the factory defaults and will also delete any 'pairing' with a smartcommand™ Tevolve Gateway. To activate the RESET feature press the **OK** button and the **CONFIG** button for 10 seconds. The following screen will appear:



To confirm the reset, press **OK** again, to cancel the **RESET** press any other button.

Factory Defaults

- Working mode: OFF
- Comfort Temp : 19ºC
- Economy Temp : 17ºC
- Frost Protection Temp : 5ºC
- Manual Mode Temp: 19ºC
- Temperature Compensation: 0ºC
- No RF paired network
- Temperature units ºC
- Control type: PID
- Default Programme: All Economy
- Open Window detection OFF.
- Eco-Start OFF.

Ducasa Vitro-i+

QUICK GUIDE TO MANUAL PROGRAMMING

The Avant DGi+ & Vitro-i+ radiator is programmed by using heating 'modes'.
The modes are set for each hour of the week, starting from midnight on Sunday
The days are numbered 1 to 7, with 1 being Monday and 7 being Sunday

The 'modes' are:
Comfort **Economy** **Frost Protection**

There are 3 steps to programming your heater;
1.Programming the Modes 2.Setting the Clock 3.Setting the Temperatures

Programming the Modes

Press Prog / Config for 3 Seconds
Press OK to choose the mode and '+' to confirm for each hour of each day
If you make a mistake press '-' to go back
When you are happy the modes are correct press to move onto setting the clock

Setting the Clock

Use +/- to select the current day, 1 =Mon 7=Sun
then press OK
Use +/- to set the hour
then press OK
Use +/- to set the minute
When you are happy the clock is correct press to move onto setting the temperatures

Setting the Mode Temperatures

Use +/- to select then press OK
Use +/- to set the comfort temperature then press OK
Use +/- to set the Economy temperature then press OK
Use +/- to set the Frost Protection temperature then press
Press OK until AUTO is shown on screen
Programming is complete

Notes & Tips:
When the radiator is running in Auto the set temperature can be changed by pressing +/-
At the next programmed mode change, the radiator will return to the pre-set temperature

It can be useful to write down the times and modes you want before starting to programme the radiator

The screen backlight switches of after 10 seconds and the radiator exits programme mode.
If this happens you will need to press Prog / Config for 3 seconds and re-enter your modes.

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ECODESIGN TABLE

Models	**Vitro-i+ 750**	**Vitro-i+ 1200**	**Vitro-i+ 1600**
Heat output			
Nominal heat output (P_{nom})	0.75kW	1.2 kW	1.6 kW
Maximum continuous heat output ($P_{max,c}$)	0.75kW	1.2 kW	1.6 kW
Auxiliary electricity consumption			
At nominal heat output (el_{max})	0.0008 kW	0.0008 kW	0.0008 kW
At minimum heat output (el_{min})	0.0008 kW	0.0008 kW	0.0008 kW
In standby mode (el_{SB})	0.0008 kW	0.0008 kW	0.0008 kW
Type of heat output/room temperature control:	Electronic room temperature control plus week timer		
Other control options:	Room temperature control, with open window detection. With adaptive start control. With distance control option.		
Heattend Products Ltd, **https://www.heattend.co.uk/** Email: enquiries@heattend.co.uk			

Installation Notes:

Installation Notes:

MAINTENANCE AND CARE

Ducasa radiators require very little maintenance.

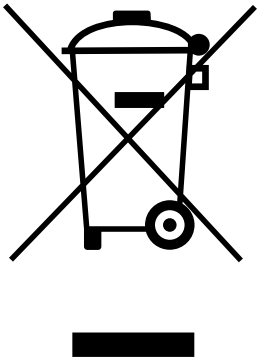
The surfaces of the radiator must not be cleaned with an abrasive product or those containing granular substances.

We recommend regular cleaning with PH neutral products.

In order to clean the radiator, it is recommended that the electric power is switched off.

To prevent the risk of overheating and to ensure the optimum performance from the radiator, the vents on the fins and control unit must be always kept clear.

CORRECT DISPOSAL OF THIS PRODUCT



(**W**aste **E**lectrical & **E**lectronic **E**quipment)
(Applicable in the European Union and other European countries with separate collection systems)

This marking shown on the product or its literature, indicates that it should not be disposed of with other household wastes at the end of its working life.

To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.

EcoDesign
Lot 20: Energy Related Products
COMPLIANT

Ready for smart command™ Tevolve

UK Distributor of Ducasa Products:

Heattend Products Ltd

Web: www.heattend.co.uk

Email: enquiries@heattend.co.uk