HAVERLAND

ULTRAD
e-autoprog technology

The first self-programmable radiator and control from anywhere in the world

INSTRUCTION MANUAL

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Thank you for choosing Haverland radiators

When installed and programmed in accordance with these instructions the new generation of Haverland electric radiators will provide exceptional comfort and energy savings.

Index

1. Safety Notes **3**

2. Introduction **4**

2.1 Features 4

2.2 Panel controls / Display 4

3. Instructions for installation **5**

3.1 Important 5

3.2 Safety measures 5

3.3 Instructions 6

4. Initial Operation **8**

4.1 YOUR HEATER IS CONFIGURED! 8

4.2 Operating modes 10

4.3 Adjusting the temperatures (Comfort and Eco) 11

4.4 'Open Window' Function 13

4.5 'Lock' Function 13

4.6 Standby 13

4.7 Adjusting Day and Time 14

4.8 Other Indications 15

4.8.1 Heating Element ON Indicator 15

4.8.2 Sensor Indicator On 15

5. Battery **15**

6. Maintenance **15**

7. Smartbox (not supplied) **15**

Guarantee **16**

Where you see this symbol on any of our electrical products or packaging, it indicates that the relevant electrical product should not be disposed of as general household waste in Europe. To ensure the correct waste treatment of the product, please dispose of it in accordance with any applicable local laws or requirements for disposal of electrical equipment. In so doing, you will help to conserve natural resources and improve standards of environmental protection in treatment and disposal of electrical waste.

1 Safety Notes

• **Please read these instructions carefully.**

• To disconnect mains power from the radiator remove the plug from the wall socket, but never pull on the cable.

• Do not leave the mains cable in contact with the radiator when it is switched on.

• During operation, the radiator must be kept well away from combustible materials, such as curtains, carpets and furniture etc.

• **DO NOT COVER THE RADIATOR. DO NOT USE TO DRY CLOTHES.**

If it is covered, there is a risk of overheating.

• **CAUTION:** If the mains power cable is damaged, it must be replaced by the manufacturer, its after-sales service or similarly qualified persons, in order to prevent any danger.

• **If the radiator is to be installed in a bathroom, it must be positioned so that it cannot be touched by anybody in the bath or shower.**

• The radiator must not be installed below or in front of a mains socket.

• When the radiator is disposed of, the requirements established by current legislation on waste processing and recycling must be taken into account.

• The installation should be carried out with consideration to the manufacturer's instructions and in accordance to the relevant National Wiring Regulations BS7671.

• It is very important that the radiator has a good Electric Earth connection.

• The radiator should be installed so that its mains plug is always accessible.

• This radiator cannot be flush-mounted with a wall. Safety distances should always be respected.

• The radiator is fitted with a block so that children cannot change the programming.

• This unit is not designed to be handled by persons (including children) with physical, sensory or mental handicaps, with little experience or knowledge, unless they are under the supervision of an adult responsible for their safety with the instructions on its use. Children must always be supervised to ensure they do not play with the unit.

• Children under three should be kept well away from the heater unless they are continually supervised.

• Children between three and eight should only switch the unit off or on, providing it is positioned or installed in its final operating location, and be supervised or have received instructions on how to use the unit in a safe manner and understand the risks involved.

• Children between three and eight must not plug in, adjust or clean the heater or carry out any maintenance operations.

• This unit may be used by children older than eight and by persons with physical, sensory or mental handicaps, with little experience or knowledge, provided they have been duly trained and are supervised by an adult who understands the risks involved.

Cleaning and maintenance shall be performed by adults not children. Children must not play with the unit.

• **CAUTION:** Certain parts of this product can become very hot and cause burns. Special attention should be paid when children and other vulnerable persons are present.

• **CAUTION:** Keep bags and other accessories well away from children.

• Do not touch the external parts of the radiator when it is operating.

• It is quite normal that, with the first switch-on, the unit produces a 'new' smell. Allow your heater to operate in a well-ventilated place for two or three hours.

• Before the first switch-on for the winter or when the heater has not been used for several days, the unit should be cleaned (follow the steps given in the 'maintenance section'). This cleaning operation will avoid burning accumulated dust and other debris.

• This radiator can operated with external programmable controllers or any other exterior control device.

• The convection effect, together with other ambient factors, can cause discolouration to metal surfaces and plastics.

• Temperature differences can cause crackling and other noises in the unit. This does not indicate any failure in the radiator.

• This radiator heater is filled with a precise amount of special oil that does not need any maintenance.

• The regulations on discarding oil when the heater is being disposed of must be observed.

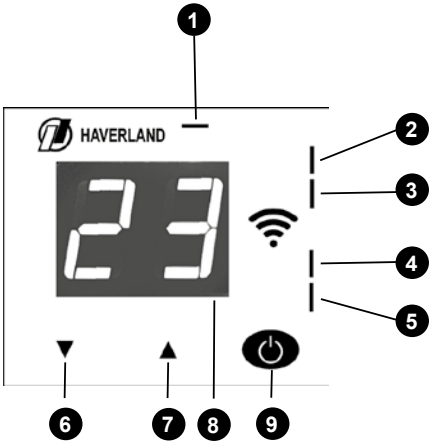
• The warranty for the radiator does not cover any damage caused by failing to read these instructions.

2 Introduction

2.1 Features

- **YOU DO NOT HAVE TO PROGRAMME YOUR RADIATOR!** Ultrad will programme itself automatically.
- Its presence sensor and algorithms continually monitor your lifestyle habits and control your electricity consumption at all times, especially for your comfort.
- Ultrad has four operating modes, 'learning', sensor, programming (via Smartbox - not included) and manual.
- Open window detection function; if you leave a window open, the radiator will switch itself off to prevent energy wastage.

2.2 Panel controls / Display



1 Temperature indicator:
- Red = Comfort
- Blue = Anti-frost
- Green = Economy

2 Operation mode indicator:
- Flashing = 'Learning' mode
- Fixed = Sensor mode
- Off = Manual mode or 'Forced' programming mode (with Smartbox (not included)

3 'Forced' programming mode (via Smartbox App - not included)

4 Sensor indicator

5 Heating On

6 Decrease

7 Increase

8 Display. You can see:
- On room temperature or
- Desired temperature

9 Standby

3 Instructions for installation

3.1 Important

• In order to optimise presence detection of your radiator, **do not install it in a 'dead' angle or behind a piece of furniture.**

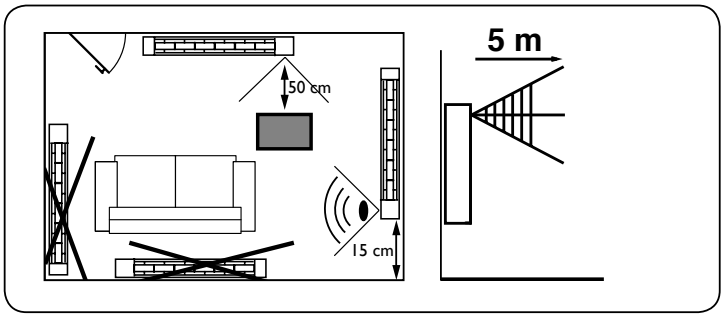
• The radiator must never be installed just below a mains socket.

• Take into account the radiator location so that it can detect presence over the largest possible area of the room.

• The presence sensor will not detect any movement if the distance to the radiator exceeds five metres.

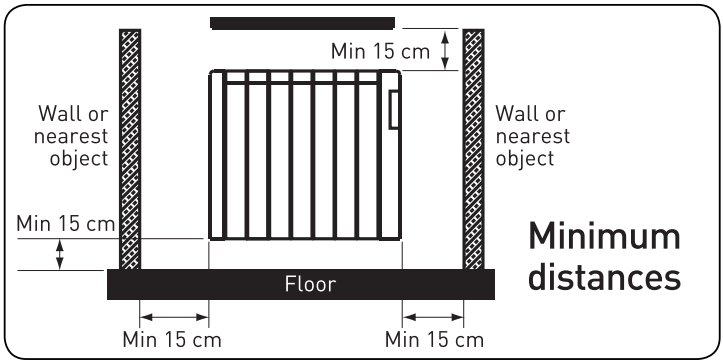
• Remember that the sensor will detect the movement of pets.

• DO NOT PLACE ANY OBJECTS IN FRONT OF OR ANYWHERE NEAR THE SENSOR.

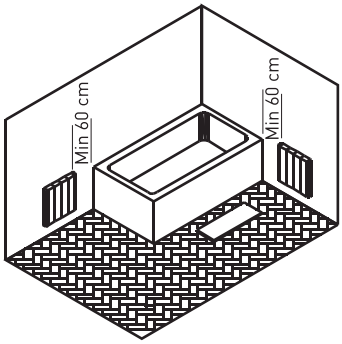


3.2 Safety measures

To avoid problems, it is necessary to keep a minimum distance of 15 cm between the radiator and any combustible material.



In bathrooms, the radiator must never be installed where the switches and other devices may be within the reach of someone in the shower or bathtub.



3.3 Instructions

It is vital that the radiator is affixed firmly to a solidly constructed and levelled wall.

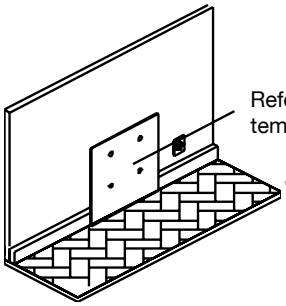
Make sure that an electrical socket is near where you intend to position the radiator.

A cardboard template is supplied to ensure the correct height and positioning of the radiator brackets.

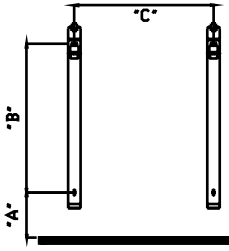
The four holes in the pattern indicate the precise positions to drill and insert the Rawlplug to fix the mounting brackets.

Once fixed to the wall it is important to check and ensure the security of the brackets to support the weight of the radiator.

1



Refer to cardboard template in the box



(W)	"A" (mm)	"B" (mm)	"C" (mm)
500	420	246	100
750	420	246	300
1000	420	246	400
1250	420	246	600
1500	420	246	700

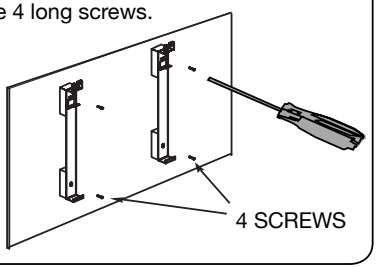
Place the template on the floor (follow the instructions on the template) and mark the 4 points onto the wall.

Take out the 4 Rawlplugs (8 mm) from the bag, the 4 long screws and the two 6 x 50 mm screws.

Drill four 8 mm diameter holes as marked on the wall and insert the four x 8 mm Rawlplugs.

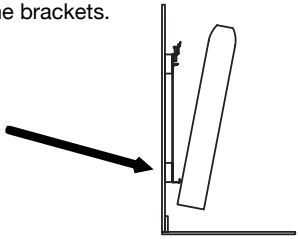
2

Attach the 2 brackets using the 4 long screws.

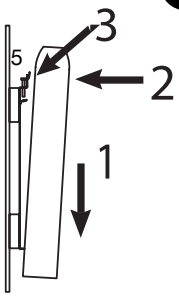


3

Place radiator over lower tang of the brackets.

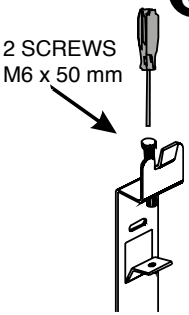


4



Place over top tang and lower gently into position.

5



The two 6 x 50 mm screws supplied should be fully screwed down to lock the radiator onto the brackets. Check that the radiator is securely fixed to the wall to avoid any risk.

6

To affix the radiator firmly to the brackets: screw down **FULLY** the 6 x 50 mm screws in the upper part of the brackets (diagram 5).

Make sure that the radiator is fixed firmly to the wall to avoid future risk, before connecting the plug into a nearby power supply socket.

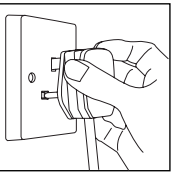
After securely mounting the radiator as described, insert the 13 Amp moulded plug into a 13 Amp socket outlet.

Alternatively, ask your electrician to ‘hard wire’ to a fused connection spur on the main ring circuit.

4 Initial Operation

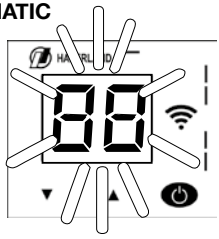
4.1 YOUR RADIATOR IS CONFIGURED!

1 **Plug-in**
3 pin 13 amp
plug

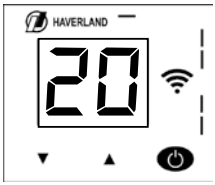


2 Press
switch

3 **'AUTOMATIC TEST**



4 **'ROOM TEMP'**



5 IF there is detection = **COMFORT TEMP (20 °C)**

6 IF there is **NO** detection **> 30 MIN** = **ECONOMY TEMP (16 °C)**

7 IF there is **NO** detection **> 12 H** = **ANTI-FROST TEMP (5 °C)**

Your radiator is now ready to learn your lifestyle habits and provide heat **WITHOUT ANY NEED FOR FURTHER PROGRAMMING**.

Note: You can change the Comfort and Economy temperatures (see point 4.3, **Adjusting the temperatures**).

• Depending on your presence, Ultrad will **learn a template for each day** of the week, week by week.

• Ultrad **NEVER stops learning**. If you change your habits of getting up and going to bed etc, the unit will reprogramme itself to adapt to your new habits.

Factory-set parameters:

- Clock and current day are factory set.
- Comfort temperature = 20 ºC.
- Economy temperature = 16 ºC.
- Activated operating mode = ‘Learning’ mode.
- Activated working profile in ‘Learning’ Mode = Economic Profile ‘PE’.

4.2 Operating modes

Your radiator incorporates four operating modes.

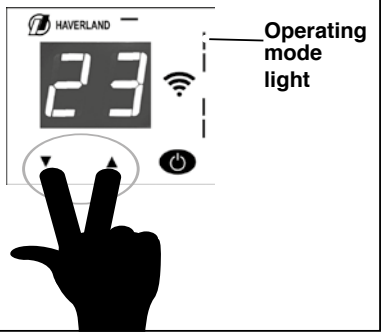
THE 'LEARNING' MODE IS ACTIVATED AT THE FACTORY.

4.2.1 To change the operating mode:

Simultaneously press ▲ and ▼ every time you want to change the operating mode.

Light indicator 'Operating mode' will change:

1) 'Learning' mode: 'slowly flashing' light.
2) Manual mode: light is OFF.
3) Sensor mode: fixed light.
4) 'Forced' programming mode (via Smartbox App - not included).



1) LEARNING MODE (factory activated):

During seven days and **CONTINUOUSLY, week by week**, your radiator will learn your lifestyle.

The radiator has 2 working profiles:

- **Economic Profile 'PE' (Default factory settings):**

This profile prioritises the **ENERGY SAVINGS**.

- If there is detection = Comfort mode.
- If there is no detection **> 30 minutes** = Economy mode.
- If there is no detection **> 12 hours** = Anti-frost mode.

- **Comfort profile 'PC':**

This profile prioritises comfort and welfare.

- If there is detection = Comfort mode.
- If there is no detection **> 30 minutes** = Economy mode.
- If there is no detection **> 16 hours** = Anti-frost mode.

Day by day, the radiator 'learns' the presence (comfort) periods and the absence periods (economy).

After 7 days, the radiator will start working according to the programmed presence periods (comfort) and the absent periods (economy), depending on the chosen working profile.

The comfort periods in the following week will commence before the programmed time so that the room will begin warming up before you enter.

Note: The auto-programming period is continuous. The radiator updates according to your life style variations, day by day, week by week.

2) SENSOR MODE :

• If there is detection = Comfort mode.

• If there is no detection **> 30 minutes** = Economy mode.

The thermostat does NOT hold anything in memory.

3) MANUAL MODE :

In this mode, you decide when you want Comfort, Economy or Anti-frost.
When Manual mode is selected, you only have to choose Comfort, Anti-frost or Economy and the desired room temperatures.

4.3 Adjusting the temperatures

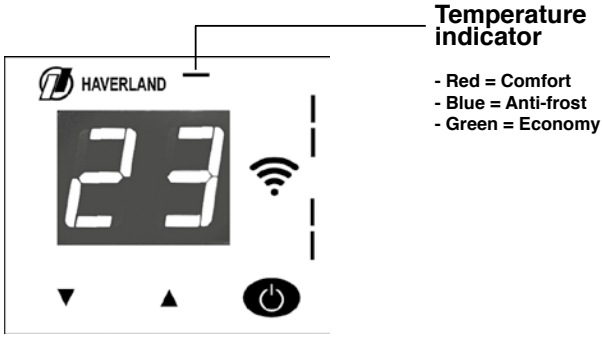
In order to change the Comfort and Economy temperatures the radiator **must be in MANUAL mode** (see point 4.2).

The factory-set temperatures are:

- **COMFORT TEMPERATURE = 20 ºC**
- **ECONOMY TEMPERATURE = 16 ºC**
- **ANTI-FROST TEMPERATURE = 5 ºC**

Note: The anti-frost temperature (5 ºC) cannot be changed.

The operating temperature is shown in colours light 'temperature indicator':



Comfort and economy temperatures may be modified (the anti-frost temperature is fixed).

Change the comfort and economy temperatures

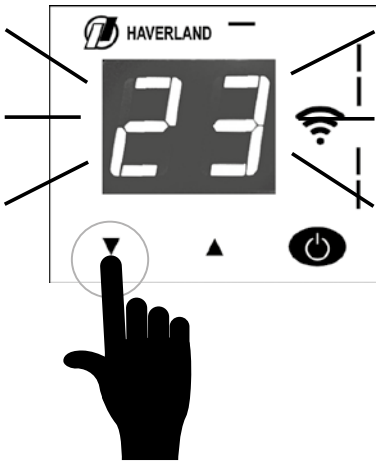
The radiator must be in MANUAL MODE (see point 4.2).

1. Select the temperature to be changed, comfort, anti-frost or economy, pressing button ▲ .

Temperature indicator

- **Red = Comfort**
- **Blue = Anti-frost**
- **Green = Economy**

2. Press button ▼ . The adjusted temperature will flash for several seconds.



3. Press either of buttons ▲ and ▼ repeatedly to change the temperature.

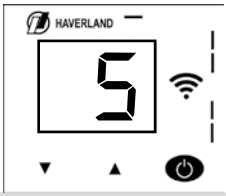
IMPORTANT :

- The comfort temperature range is from 18 to 28 ºC.
- The maximum economy temperature is 18 ºC.
- The economy temperature can **NEVER** be higher than the comfort temperature.
- The economy temperature is always 4 ºC less than the assigned comfort temp.

4.4 ‘Open Window’ Function

The radiator incorporates this automatic function.

If, in the room in which the radiator is installed, the room temperature falls by more than 4 ºC, the heater will change over to ‘Anti-frost’ mode’.



Notes:

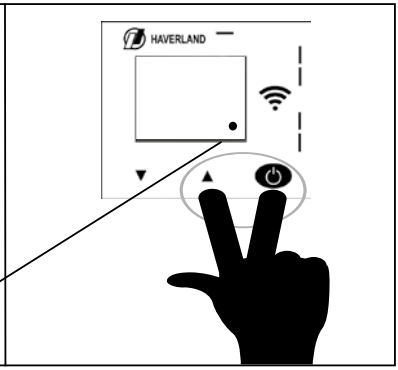
- This will prevent heater operation.
- The unit will automatically commence operation when somebody enters the room.
- This function cannot be deactivated.

4.5 ‘Lock’ Function

To activate the locking function, touch simultaneously the buttons ▲ and ⏻

To deactivate the locking function, touch simultaneously the buttons ▲ and ⏻

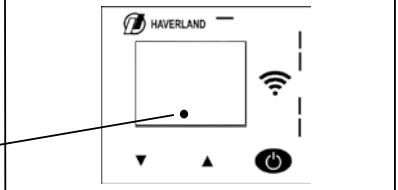
The screen and the pilot lights go out.
A light spot appears on the right side of the display.



4.6 Standby

To switch the heater on and off press ⏻ .

ON = 1 sound bit.
OFF = 2 sound bits.
A light spot appears on the left side of the display.

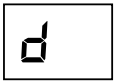
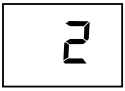


4.7 Adjusting Day and Time

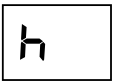
Your radiator is supplied with the clock and day of the week already factory set.

You must adjust the clock for changes between summer and winter times; this is an automatic setting if you have the Smartbox (not included).

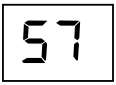
1

Press ⏻ and ▼ buttons. A ‘d’ will appear on the display. Wait.	
Then a number from 1 to 7 will appear flashing to indicate the day of the week. Wait. Adjust the day of the week by pressing ▲ or ▼ . Wait.	

2

‘h’ is displayed. Wait.	
Then, the value indicating the hours will flash. Adjust the hours using ▲ and ▼ . Wait.	

3

Then, ‘n’ appears on the screen. Wait.	
Then, the value indicating the minutes will flash: Adjust the minutes using ▲ or ▼ . Wait.	

4

Straight away, the working profile will appear and show the learning mode ‘PE’, ‘Economy Profile’.

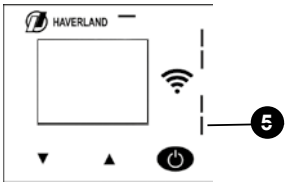
On the ‘Economy’ PE, the energy savings is prioritised, while on the Comfort Profile ‘PC’ it prioritises your comfort (please, read page 10).

To set up the profile using ▲ or ▼ . Wait. Then, to finalise, the approximate room temperature appears.	

4.8 Other Indications

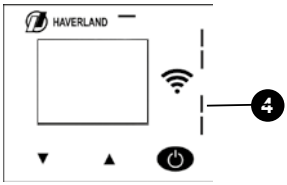
4.8.1 Heating Element ON Indicator:

When the radiator is operating, pilot lamp 5 will be on.



4.8.2 Sensor Indicator On:

When the sensor is operating, pilot lamp 4 will be on.



5 Battery

Your radiator is fitted with a long-life lithium battery.

When the battery is replaced, the day of the week and the time have to be re-set (see point 4.7); this is an automatic setting if you have the Smartbox (not included).

6 Maintenance

Ultrad does not need any special maintenance.

Dust with a dry, soft cloth when the radiator is disconnected and cold.

It is best to clean the surface of the radiator at the beginning of the heating season **(always before connecting it)**.

NEVER USE SOLVENTS OR ABRASIVE PRODUCTS.

7 Smartbox (not supplied)

- Wherever you are, you can remotely control your radiator.
- Program your radiator using Haverland's App.
- 3G Wifi control in the palm of your hand.
- Contact your distributor or email **i2control@haverland.com**

ULTRAD
e-autoprog technology

GUARANTEE

10 YEAR RADIATOR BLOCK SEAL GUARANTEE

3 YEAR ELECTRONIC GUARANTEE

1. Haverland guarantees against material, design or manufacturing faults at the moment of its original acquisition and it also guarantees for 2 years, the electronic components and paintwork/finish for 3 years and lifetime for the aluminium body (exclude accidental damage, transport, and misuse).

2. If, during the guarantee period, the product were to become faulty and this is due to a design fault or a fault in the material or the manufacturing, Haverland will repair or replace the product, whichever it deems appropriate, under the conditions stipulated below:

2.1. The guarantee is only valid if the original Guarantee Certificate issued by the distributor or installer to the purchaser is presented and when the aforementioned guarantee stipulates the series Nº and model of the product (shown on the technical characteristics sticker) and date of purchase. HAVERLAND reserves the right to refuse the guarantee service if this information has been removed or modified after the original purchase of the product.The receipt or original invoice will only be accepted as a proof of purchase when presented to the distributor or installer who sold the product.

2.2. The guarantee only applies to the cases relative to material, design or manufacturing faults; under no circumstances does it cover damage to the radiator due to the following:

2.2.1. Incorrect use of the product for purposes that are not normal or without respecting instruction manuals as to the use and maintenance of the product, as well as the installation or use of the product in a way that does not comply with the technical safety standards in force.

2.2.2. Repairs performed by unauthorised service workshops or the opening of the radiator by unauthorised persons.

2.2.3. Unforeseen accidents that are out of Haverland's control, such as lightening, fires, floods, public disturbances, etc.

2.2.4. The repairs or replacements covered by this guarantee do not allow the extension or new start up of the guarantee period.

2.2.5. Faulty pieces or components removed, remain the property of Haverland.

2.2.6. This guarantee does not affect the purchaser's legal rights set forth by the national legislation in force, or the purchaser's rights against those of the distributor or installer that could arise from the sale contract.

2.2.7. In the absence of an applicable national legislation in force, this guarantee will serve to be the purchaser's only protection. Haverland, its offices and distributors and installers will not be held responsible for any kind of damages, either fortuitous or accidental derived infringing any implicit regulation related to this product.

3. If you have to evoke the guarantee, take the radiator to the distributor / installer where you acquired it. In the case of problems, Haverland places the **Technical Assistance Telephone Number** at their clients'disposal: **0330 3651940** as well as the email address: haverland@haverland.co.uk

HAVERLAND®
Innovators, designers and manufacturers of New Generation Electric Heating

Haverland UK Limited
Challenge House, Sherwood Drive, Bletchley, MK3 6DP
Customer Service Telephone: 0330 3651940
Fax: 01672 811944
Email: haverland@haverland.co.uk
www.haverland.co.uk