ecostrad

INSTRUCTION MANUAL

Ecostrad TriQ WiFi Heating Element

PLEASE READ AND SAVE THESE INSTRUCTIONS

Symbols

Warning

This symbol indicates a hazard with an average risk level which, if not avoided, could result in serious injury or death.

Warning of electrical voltage

This symbol indicates danger to the life and health of persons due to electrical voltage.

Hot surface

This symbol located on the device indicates that its surfaces are hot during and immediately after operation. Hot surfaces should not be touched: danger of burns.

Do not cover

This symbol indicates that it is prohibited to hang objects (such as towels, clothes etc.) on the device such that the electric components could become covered. To avoid overheating and fire hazards, ensure the electric components are never covered.

Observe instructions in manual

This symbol located on the device indicates that instructions in the operating manual must be observed when installing and using the device.

Contents

1 | About the Manual

This manual describes the Ecostrad TriQ WiFi Heating Element and details how to install and use the product. It is important to thoroughly review this manual before using the product.

The declaration of conformity is issued under the sole responsibility of the manufacturer.

For **technical advice** or help concerning the Ecostrad TriQ WiFi Heating Element, contact the retail establishment or distributor from which the product was purchased.

2 | Technical Information

Table 1 | Specifications

Voltage	230V AC / 50Hz
Wattage	200-1500W
Temperature setting Room temperature Internal temperature	 7–35 °C 30–70 °C
IP Rating	IPX4
Appliance class	Class I
Power cable length	1.5m
Thread size	G ½ "

3 | Warnings & Precautions

READ ALL SAFETY WARNINGS AND ALL INSTRUCTIONS.

Read this manual carefully before using or installing the heating element. Always store the manual in the immediate vicinity of the radiator or its site of use.

Failure to follow the warnings and instructions may result in electric shock, fire, serious injury, or all of the above. Save all warnings and instructions for future reference.

Warning

Children of less than 3 years should be kept away unless continuously supervised.

Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.

Children aged from 3 years and less than 8 years shall not plug in, regulate, or clean the appliance, or perform maintenance.

Warning

This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.

Warning

This appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

Warning

Some parts of this product can become very hot and cause burns. Do not touch the surface when in operation. Do not install close to curtains or other combustible materials. Particular attention should be given where children and vulnerable adults are present.

- Do not use the device in enclosed spaces if persons are present who cannot leave the room independently and are not under constant supervision.

- Fluid-filled towel rails or radiators for space heating and towel drying are the only suitable appliances in which to install the element.
- The element must NEVER be used unless it has been professionally installed inside a radiator or towel rail filled with fluid to the correct level. The element will cease functioning if it is not fully submerged in a suitable fluid during operation.
- The element is designed for use in horizontal or vertical radiators, or vertical towel rails. Use in horizontal towel rails is not recommended because the long horizontal bars can impede heat circulation.
- It is imperative that the towel rail or radiator intended for use with the radiator has the correct volume of fluid. The recommend quantity of fluid with the radiator or towel rail is 90% of the unit's total volume. If you are installing the element in a radiator or towel rail that has been pre-filled for use with this element, do not allow fluid to escape when the element is fitted. In the case of loss of heating fluid, contact your supplier.
- The element must be installed by a licensed electrician in accordance with current IEE wiring regulations.

- The element must be connected to a 230 Volt AC mains power supply via a switched fused spur cable outlet or a mains socket outlet in good condition with protective earthing.
- Extension leads or plug adapters should not be used in order to supply power to this product.
- The element is a Class I unit and therefore must always be earthed.
- Ensure the element's power cord does not touch the hot parts of the device or the radiator.
- Do not use the device if you detect damage to the mains plug or power cable. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons to avoid a hazard. All repairs and servicing must be carried out by a qualified person.
- The towel rail or radiator in which the element is installed must be permanently fixed to the wall using appropriate fittings. Ensure the wall is suitable for the weight of the product. Do not fit the radiator below or in front of an electrical socket.
- The element must be installed at the base of the towel rail or radiator; never install the element with the power supply above the product it is installed in.
- The element must be placed where the switches and controllers cannot be touched by a person in a bathtub or shower.
- The element must be disconnected from the mains during cleaning and maintenance.
- Never attempt to disconnect the control head from the heating element. The product is an integrated unit that has been factory sealed.
- Although the heating element can be used inside radiators and towel rails that can be covered, the heating element itself (including the control head) must not be covered. Covering the unit such that the electronic components would be covered may cause the unit to overheat. If there is any risk that the electronic components could become covered, do not cover the unit.

- If the radiator or towel rail is used to dry clothing or towels, ensure the fabrics have only been washed in water, to prevent the device coming into contact with harsh chemicals.
- The element can be installed in bathrooms in Zone 2, but never in Zone 0 or Zone 1, as defined by applicable law, subject to any additional regulations concerning electrical installations in wet areas, as shown in **Figure 1**.

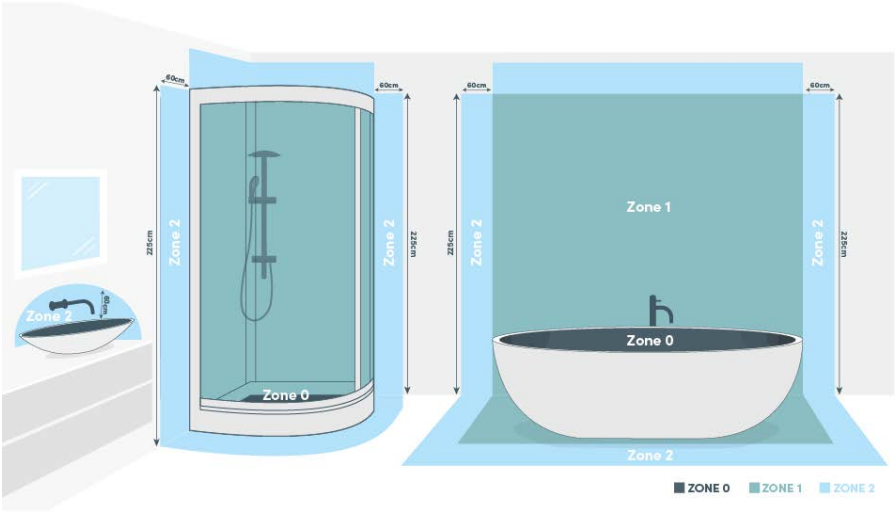


Figure 1 | Bathroom installation zones

- Towel rails or radiators fitted with the element can be very hot and can cause burns. Pay special attention when used in the presence of children or people with disabilities.
- When installing, ensure that the connection is firm, but not overtightened. The black O-ring must be visible and undamaged in order to form a proper seal against fluid leakage.
- Do not open the element — any interference with internal components will invalidate the warranty.
- Brown wire — live connect to the circuit.
- Blue wire — connect to neutral.
- Yellow & green wire — connect to earth.

4 | Installation

These are general-purpose instructions for fitting your element into a suitable radiator or towel rail. Always check with the radiator manufacturer to ensure the product is suitable for use with the element, and follow any additional installation guidance provided with the unit.

Warning

Read all safety instructions and warnings stated in the preceding section of this manual. Failure to follow these instructions may cause damage to life or property.

WARNING

Do not attempt to power or operate the element before it has been installed in a fluid-filled radiator or towel rail. Switching on the element in an empty radiator or in open air could risk burns or damage to the product.

Installation must be completed by a qualified electrician. Do not attempt a DIY installation.

Warning

Never fit the element at the top of a radiator or towel rail. (**Figure 4**)

The element must be fitted at the base in order for the fluid to heat throughout the entire radiator or towel rail.

4-1 | Filling the radiator body with thermal fluid

Warning

Do not fill the radiator if it has been pre-filled by the manufacturer.

If any fluid spills occur while installing a pre-filled radiator, refer to the radiator manufacturer instructions found in the radiator box.

WARNING

Under-filling the radiator will impede circulation and prevent the unit from heating up. Overfilling the radiator can cause a dangerous build up of pressure as the fluid heats up.

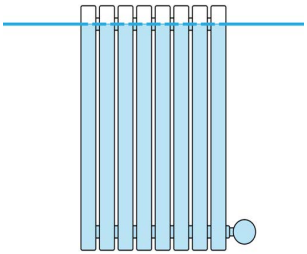
A suitable air cushion must be maintained.

Calculating the volume of heating medium is a job for a professional electrician or heating engineer and should not be attempted DIY. If unsure, consult the radiator manufacturer or use the element only with a pre-filled radiator.

Only use a glycol-based formulation approved by the radiator manufacturer to fill the radiator.

*90% full is a general advisement. Always defer to the radiator manufacturer for optimal fill level.

1. To fill the empty radiator, tilt the radiator so that the inlet is at the highest point.
2. Remove the cap and fill the radiator to *90% of its volume with a suitable heating medium (**Figure 2**).



Air Cushion: *10% of unit volume at room temperature

Figure 2 | Radiator fill volume

3. Proceed with fitting the element according to the fitting instructions. (**Section 4-2**)

4-2 | Fitting instructions

1. Take the PTFE tape and wrap up to 10 layers around the thread of the element. This will help ensure the seal is secure. (see **Figure 3**).
2. Identify the inlet where the element will be fitted in the radiator or towel rail. (**Figure 4**)

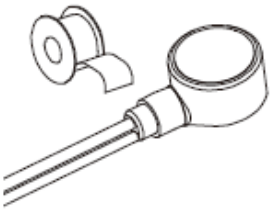


Figure 3 | PTFE tape wrapping

- For **vertical models**, the element must be fitted vertically, entering at the **bottom** of the right-hand vertical strut.
- For **horizontal models**, the element must be fitted horizontally, entering sideways through the lowest horizontal strut.

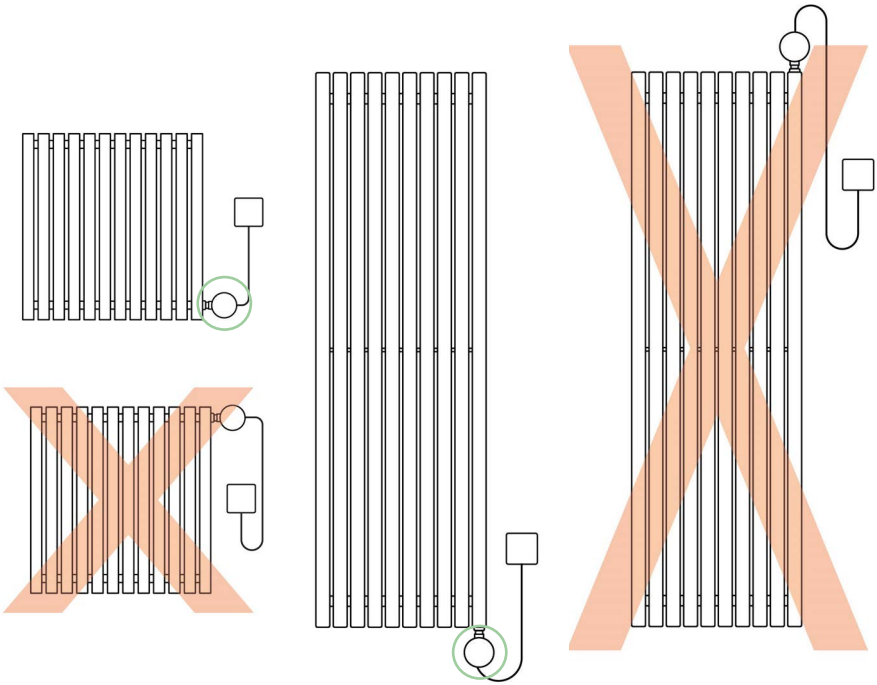


Figure 4 | Correct vs incorrect installation orientation

3. Tilt the radiator until the fitting location is at the highest point, as shown in **Figure 5**. This prevents any fluid escaping if your radiator is pre-filled.

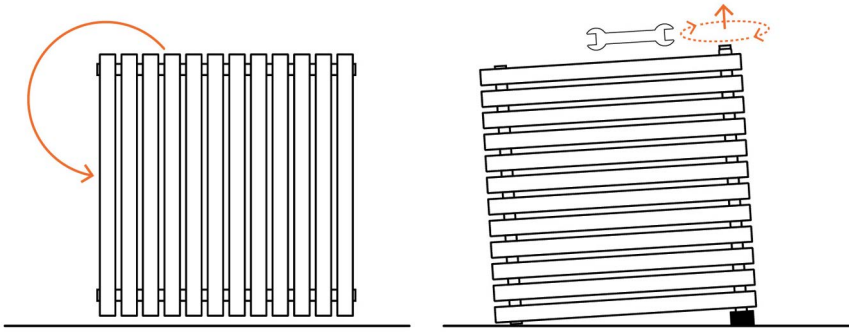


Figure 5 | Filling location must be tilted to the highest point before filling.

4. Remove the cap from the inlet using an adjustable spanner.
5. Push the heating element into the radiator.
6. Tighten the element at the main nut, using a size 24 or adjustable spanner (**Figure 6**).

Never attempt to tighten the element by twisting the control head or product housing.

Always use the correct tools as directed in the instructions.

- Ensure the rubber O-ring above the main nut makes a seal between the radiator and the element. There will
- A firm seal prevents leakage after installation.
- Avoid using excessive torque. Overtightening can damage the black O-ring and break the seal.

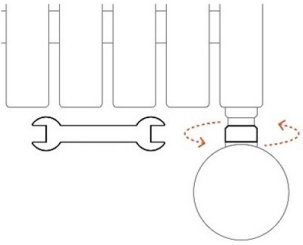


Figure 6 | Tighten element at main nut

4-2-1 | Heating Element Orientation and Alignment

Correct Alignment

The heating elements are designed to screw into the radiator.

When firmly sealed, the screen should be positioned to ensure optimal visibility of the control panel.

Use of PTFE Tape

- To achieve the desired orientation, add or remove PTFE tape from the threads to customise the amount of rotation required to reach a firm seal.

Avoid Overtightening

- Overtightening the heating element damages the seal, which can result in faults such as leaking or complete element failure.
- The black O-ring should be clearly visible and intact when the element is fully installed. A crushed O-ring may result in a leak, and will invalidate the warranty.

Do Not Twist the Element Head

- To adjust the axial orientation of the element head, do not twist the element head. Instead, reattempt the installation with a reduced or increased PTFE tape amount

Reinstallation

- If adjustments are needed, remove or add PTFE tape and reattempt the installation rather than forcing the element into place

7. Connect the element to power.
   - ❍ Plug the element into a mains socket outlet in good condition with protective earthing.

     or

   - ❍ Remove the element head and connect the element electrics to a switched fused spur (230V AC) in accordance with the guidance below. The switched fused spur must provide full disconnection from all poles. This step must be completed by a qualified electrician.

5 | Control Dial

5-1 | Display

The control panel features a TFT touchscreen display. The display will light up when tapping on the display and dims while not in use.

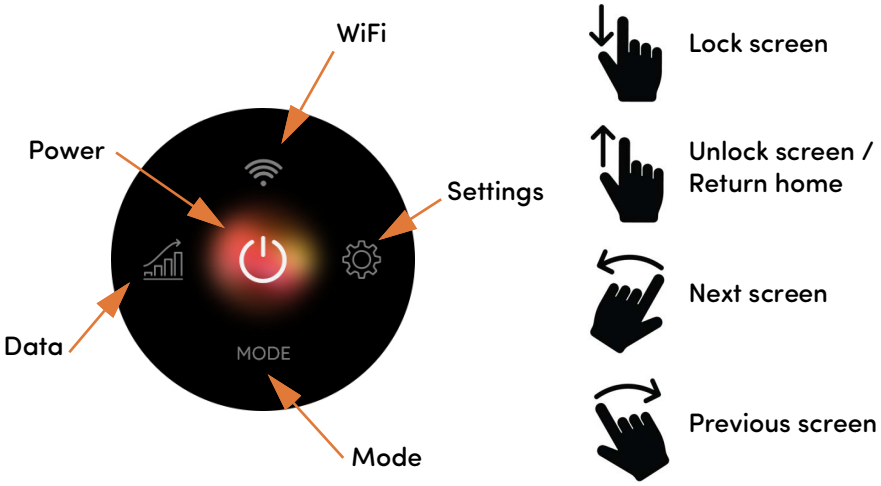


Figure 7 | Control dial display & gesture controls

Table 2 | Icons and their meanings

Symbol	Meaning	Symbol	Meaning
	Comfort		Radiator is heating
	Eco		Holiday mode
	Frost		Boost mode
	Program		Open window detection
	Radiator mode		

5-2 | First power on

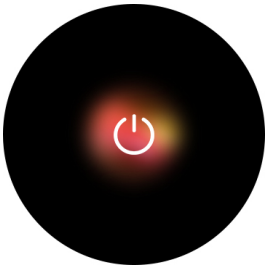
When the element is first switched on, the Ecostrad logo will appear.

The element will enter standby mode.

Tap the power button to enter the home menu.

5-3 | Standby mode

Tap ⏻ to switch between standby and the home screen

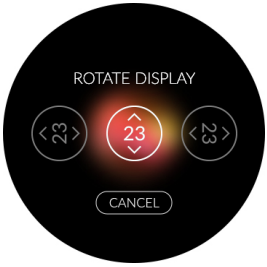


In standby mode, the display shows the power button.

The element will not heat while in standby mode.

Using standby mode is recommended, as this allows the element to receive commands from the WiFi application.

Rotate display



Upon initial set up, set your screen to the correct orientation.

1. Tap ⚙
2. Tap the upright number
3. Swipe up to return to the home menu

5-4 | Heating modes

Tap the **MODE** button to enter heating mode

Swipe up on the display to return to home

In any of the 5 heating modes, the display shows the target temperature.

The element will heat based on the chosen mode.

Swipe your finger from right to left on the display to switch between modes.

indicates that the element is heating

The icon on the display signifies the current mode:

- Comfort
- Eco
- Frost
- Program
- Radiator
- Boost
- Holiday

5-4-1 | Comfort mode

Tap ∧ & ∨ to set the temperature

Range:

7 °C to 35 °C

In comfort mode, the element heats the room to the set temperature indefinitely.

The target temperature is in the centre. The current room temperature is beneath .

The temperature set in this mode is used during comfort intervals when in program mode.

5-4-2 | Eco mode

Tap ^ & v to set the temperature

Range:

7 °C to 35 °C

In eco mode, the element heats the room to the set temperature indefinitely.

The target temperature is in the centre. The current room temperature is beneath .

Swipe up on the display to return to the home menu.

Swipe to the side to change modes

The temperature set in this mode is used during eco intervals when in program mode.

Eco mode is designed to be set to a lower temperature than comfort mode, providing a low-heat, energy-saving alternative when the ideal temperature is not necessary.

5-4-3 | Frost mode

Use frost mode to protect your home from freezing temperatures while saving energy

In frost mode, the element will not heat unless the room temperature drops below 7 °C.

5-4-4 | Program mode

Customise the program with the WiFi app.

Section 10-5-3

In program mode, the element follows a custom weekly program to heat the room.

Comfort

Eco

Frost

5-4-5 | Radiator mode

Tap ∧ & ∨ to set the temperature

Range:

30 °C to 70 °C

In radiator mode, the element regulates the radiator's internal temperature to a constant target temperature indefinitely.

Radiator mode is ideal for drying towels. If covering the towel rail or radiator, ensure that the electrical components are never covered.

5-4-6 | Boost mode

Tap ∧ & ∨ to set boost

Swipe up on the display to return to the home menu.

Swipe to the side to change modes or cancel boost

When boost mode is activated, the radiator will heat constantly for the specified time. The boost will pause heating if the internal temperature reaches the maximum temperature. This can be adjusted between 60 and 70 °C in settings.

The current room temperature will display under .

When the boost is finished, the radiator will enter program mode.

When boost mode is running, the element displays the remaining time instead of the temperature.

5-4-7 | Holiday mode

Tap ∧ & ∨ to set the time, temperature

Range:

5 °C to 15 °C

When holiday mode is activated, the radiator will heat to the specified room temperature for the specified time.

When the holiday period is complete, the radiator will enter the previous mode.

6 | Settings

Tap ⚙ to access the settings menu.

Swipe left or right to cycle through the settings.

Swipe from the bottom to the top to return to the home menu.

The settings menu allows for configuration of all the element's supplementary functions, including:

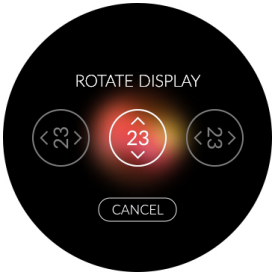
- Display rotation
- Date & time
- Temperature correction
- Open window detection
- Low surface temperature
- Language

To enter the settings menu:

1. Swipe upwards on the display to return to the home menu.
2. Tap ⚙ to enter the settings menu.
3. Swipe left or right to cycle through the settings

6-1 | Rotate screen

Digitally rotate the TriQ Element display to suit both vertical and horizontal installations.



To rotate the display:

1. Tap ⚙ to enter the settings menu
2. Tap the circle with the upright number

6-2 | Date & time

Tap to select the day, hour, or minute

Tap ∧ & ∨ to set the time

Pair the element to the companion app to sync the time with your phone.

To manually set the date & time:

1. Tap to enter the settings menu
2. Swipe right until appears
3. Tap the weekday.
4. Tap ∧ and ∨ to change the weekday
5. Repeat from step 3 for the hour and minute.

6-3 | Temperature calibration

If the room temperature is 18 °C, but the thermostat is sensing 16 °C, a calibration value of +2 °C will correct the thermostat.

Calibrate the room temperature reading.

The accuracy of the radiator's temperature reading can be affected if the unit is mounted such that the sensor is positioned in a hot or cold spot - such as near hot water pipes or a draughty doorway.

To calibrate the temperature:

1. Tap to enter the settings menu
2. Swipe right until appears
3. Tap ∧ and ∨ to calibrate the room temperature

6-4 | Open window detection

Options:

Off

60 Minutes

90 Minutes

When enabled, open window detection will trigger if the thermostat detects a sudden drop in temperature (2 °C or more within 5 minutes).

The element will stop heating for a set period of time to save energy as heat escapes through the window.

Swipe left or right to cycle through the settings.

Swipe from the bottom to the top to return to the home menu.

While open window detection is triggered, the element will only provide heat if the room temperature drops below 7 °C.

To enable or disable:

1. Tap to enter the settings menu
2. Swipe right until appears
3. Tap ∧ and ∨ to disable or set the duration of open window detection

6-5 | Low surface temperature

Lowering the maximum internal temperature may reduce the heating potential of the radiator.

This setting allows you to set the maximum fluid temperature. The default temperature is 70 °C

To adjust the maximum fluid temperature:

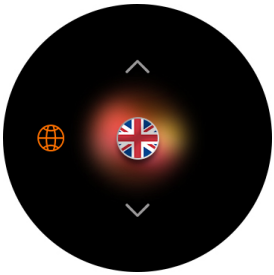
1. Tap to enter the settings menu
2. Swipe right until LST appears
3. Tap ∧ and ∨ to adjust the maximum fluid temperature between 60 and 70 °C.

6-6 | Language

Options:
English
French
Italian
Arabic
Bengali
Spanish
Portuguese
Urdu
Punjabi
Romanian
Polish

To change the language:

1. Tap to enter the settings menu
2. Swipe right until appears
3. Tap ∧ and ∨ to select the desired language.



6-7 | Keypad lock

When active, the keypad lock prevents the touchscreen from receiving input.

To lock the touchscreen:

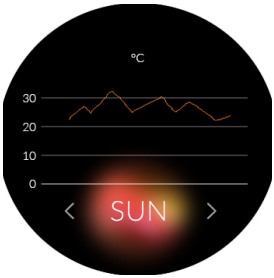
1. Swipe from the top of the screen to the bottom.
2. will appear and all keys will be locked.

To unlock the touchscreen:

1. Swipe from the bottom of the screen to the top.
2. will disappear and all keys will be unlocked.

7 | Weekly Insights

7-1 | Temperature data



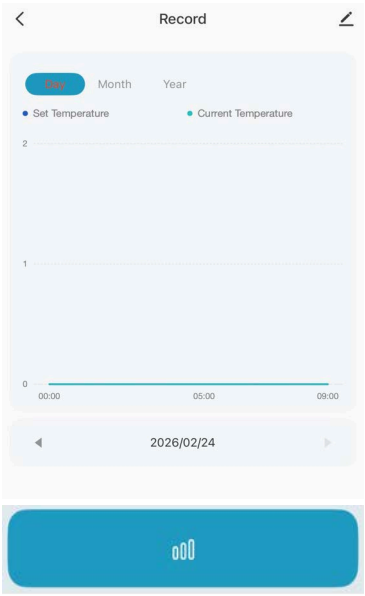
The TriQ element automatically tracks the previous week's room temperature, so you can keep up to date with your usage.

To view temperature data on element:

1. Swipe up to return to the home menu
2. Tap  to display the temperature data
3. Tap < and > to change the day of the week.
4. Swipe up to return to the home menu.

To view temperature data on Smart Life App:

1. Enter the settings menu on Smart Life
2. Tap the record button.



8 | Connecting to WiFi

8-1 | Which application is right for me?

Ecosystem

Ecosystem is Ecostrad's flagship application, developed for and tailored specifically to our radiators and smart heaters. It provides an intuitive sleek interface with appealing warm colours.

Smart Life

Smart Life is a smart home application created by a third party developer. Smart Life is a great way to integrate your Ecostrad radiator with your existing smart home, as it is compatible with a variety of smart devices that you may already use.

8-2 | WiFi connection — troubleshooting

If the element does not connect on the first attempt:

- Make sure both the element and your smart device are in range of your router.
- Make sure you complete the connection process in 2 minutes. If the pairing screen has timed out, begin the process again.
- Ensure your router has a strong internet connection.
- Ensure WiFi and Bluetooth are enabled on your smart device, and that your smart device is connected to the same WiFi network as that to which you are attempting to connect your radiator.
- Make sure the app has registered successfully.
- Ensure you are connected to a 2.4G WiFi band. See instructions within the app if you are currently connected to a 5G band.
- Check any local restrictions on your WiFi. WiFi networks in public places such as hotels and airports may require extra identification steps.

9 | Ecosystem App

9-1 | Downloading the app

Scan the QR code to download Ecosystem.

The Ecosystem app is designed to work for the Ecostrad TriQ WiFi Heating Element.

Please install the app and follow the instructions to create an account.

NOTE — The Ecosystem app is a constantly evolving system. This guide was correct at time of printing but may differ slightly from future versions. The app is designed to work on Android or iOS but older software versions may affect app presentation and performance.

9-2 | Pairing to the Ecosystem app

1. On the **Manage Hub** page of the Ecosystem app, press ⊕ by **My Heaters.**
2. Select your radiator from the available radiators.
3. Enter your WiFi Details.
4. Follow the instructions on the app to ensure the Ecostrad TriQ element is in pairing mode.
5. The app will start scanning, indicated by the screen going dark. The text "Looking for a device" will display.

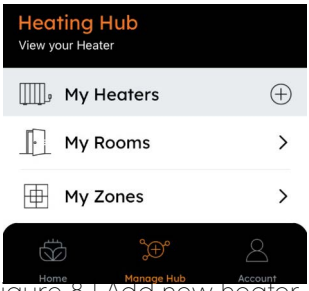


Figure 8 | Add new heater

- Once the application discovers the radiator, it will begin connecting.
- When the radiator is successfully added, it will appear on the **Heating Hub** under **My Heaters.**
- Tap ⚙ to change the name of the radiator if desired.

9-3 | Using the Ecosystem app

The Ecosystem app can be used to control multiple Ecostrad devices.

9-3-1 | Home overview

Tip: Assign your heaters to rooms and zones to quickly change the heat in your whole house.

The Home page displays the weather and temperature of your area, as well as the average heater set temperature in your home.

There are also quick links to your Heaters, Rooms, and Zones, respectively.

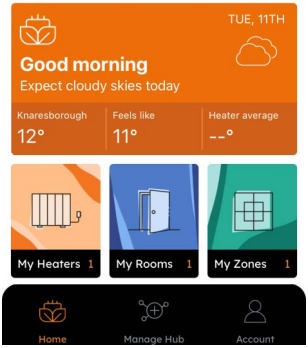


Figure 9 | Ecosystem Home

9-3-2 | Control interface

Select **Control** to enter the control interface for the currently selected heater.

Tap **Manage Hub** at the bottom of the screen to view all your heaters.

To select your desired heater, swipe to the left or right on top of the current heater selection.

Select **Control** to turn the radiator off and on, adjust set temperatures, choose mode, change the weekly program and access the device settings.

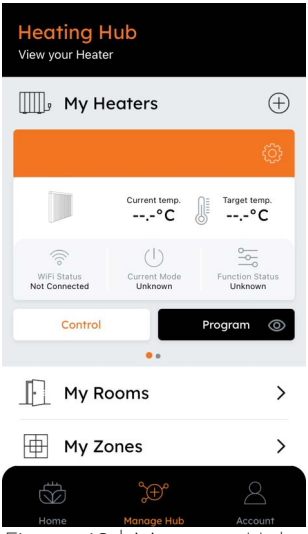


Figure 10 | Manage Hub

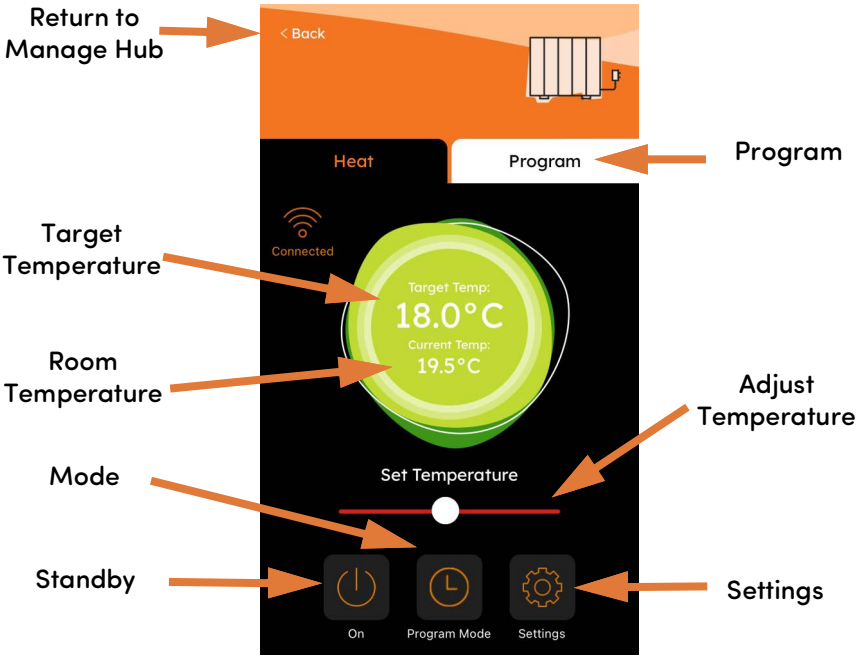


Figure 11 | Ecosystem control interface

9-3-3 | Choose mode

Tap the current mode icon on the control interface to toggle between the available modes.

The options correspond to the modes on the control panel:

- Comfort
- Radiator
- Eco
- Boost
- Frost
- Holiday
- Program

9-3-4 | Comfort mode 

The radiator will heat the room to a set temperature indefinitely.

Simply use the sliding dial to adjust the target temperature.

9-3-5 | Eco mode 

The radiator will heat the room to a set temperature indefinitely.

Simply use the sliding dial to adjust the target temperature.

9-3-6 | Boost mode

The set duration of the boost mode can be adjusted via the settings menu. Tap the gear icon  from the **Control** menu to view and adjust the radiator's settings.

While the boost is running, the target temperature will show alongside the current temperature, and the rocket icon will display.

After the boost is finished, the radiator will return to the mode it was previously in.

9-3-7 | Setting the program

Your current set program will only run while the radiator is in program mode.

Tap the **Program** tab on the control interface to configure a program.

A program consists of 24 hourly intervals for each day, which you can set to comfort, eco, or frost temperatures.

1. Tap the day you wish to program.
2. Drag and drop the eco and comfort modes into the desired intervals.
   - Any periods left white will be set in frost mode.
3. To save your program, select **Set & Save**.
4. To copy your program to another day, select **Copy**, then tap the days that you wish to copy the program to.
5. Once you are satisfied with your program, select **Confirm**.

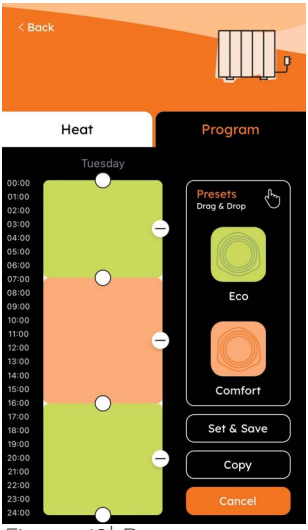


Figure 12| Program Ecosystem

9-3-8 | Device settings

Available settings in this menu include:

- **Child Lock** when active disables the buttons on the physical heater to prevent accidental changes.
- **Temperature Correction** adjusts the sensor to more accurately measure the room temperature.
- **Maximum Fluid Temperature** allows you to set the maximum temperature the fluid reaches internally.
- **Travel Days** defines the number of days the element will be in holiday mode.
- **Travel Temperature** defines the set room temperature for holiday mode.
- **Comfort Temperature** sets the target heat for the comfort mode in the program.
- **Eco Temperature** sets the target heat for the eco mode in the program.
- **Boost Times** sets the length of time the boost mode is active.
- **Open Window Detection** when active pauses heating if an open window is detected.
- **Language** allows you to change the language on the element itself.

Tap the gear icon from the **Manage Hub** page to edit the name of your heater or remove it from your saved heaters.

Tap the gear icon from the **Control** menu to view and adjust the radiator's settings.

10 | Smart Life app

10-1 | Downloading the App

Scan the QR Code to download the Smart Life app

The Ecostrad TriQ WiFi Heating Element is designed to work with the Smart Life companion app.

Install the app and follow the instructions to create an account.

NOTE — The Smart Life app is a constantly evolving third party system. This guide was correct at time of printing but may differ slightly from future versions. Smart Life is designed to work on Android or iOS but older software versions may affect app presentation and performance.

10-2 | Adding Heater to the App

1. Swipe from the bottom to the top of the element to return to the home menu.
2. Press and hold for 3 seconds to activate pairing mode.
   - A 99 second countdown timer will begin and the element will search for a device to pair to.
3. On the home page of the Smart Life app, press or "Add Device".
4. The app will begin searching for nearby devices.
   - If the app does not say it is searching for nearby devices, tap in the top right-hand corner to start the scan.
5. The app will demonstrate that it has found the element. Press **Add**.
6. The app may ask you to choose your WiFi network and enter the password. Complete these fields and press **Next**.

Figure 13 | Home menu

7. The element will begin connecting.
   - ❍ A green tick mark will appear beside the element on the app.
8. Press **Next** on the app.
9. The app will confirm that the device has been added successfully.

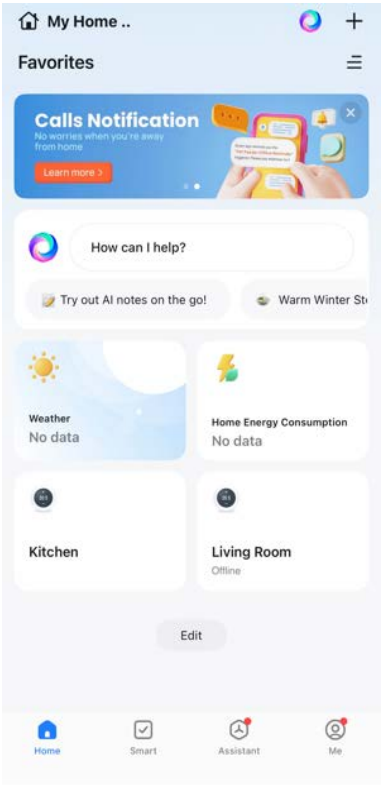
   Press ✎ to change the element's name.

   Press **Done** to return to the home screen.

10-3 | Home overview

Smart Life can be used to control multiple devices.

- Online — Heater will respond to app commands.
- Offline — Device is turned off at the wall or power switch. It cannot be controlled by the app.



10-4 | Control interface

Tap the heater listing to go to the control interface.

Here you can turn the element off and on, adjust set temperatures, choose mode and access weekly programmer and device settings.

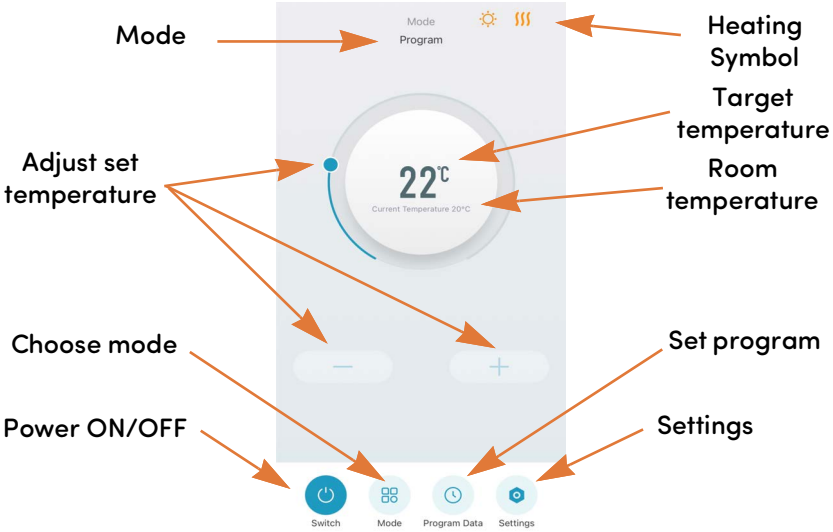


Figure 14 | Control interface on Smart Life app

10-5 | Choose mode

Tap on the control interface to change the mode.

The four options correspond to the modes on the control panel, including comfort, eco, program, and radiator mode.

10-5-1 | Comfort mode

In comfort mode, the element will heat the room to the target temperature indefinitely.

To adjust the target temperature, simply slide your finger over the dial or press − and +. The element will heat the room to the target temperature indefinitely. The comfort mode temperature set in this mode is used during comfort intervals when in program mode.

10-5-2 | Eco mode

In eco mode, the element will heat the room to the target temperature indefinitely.

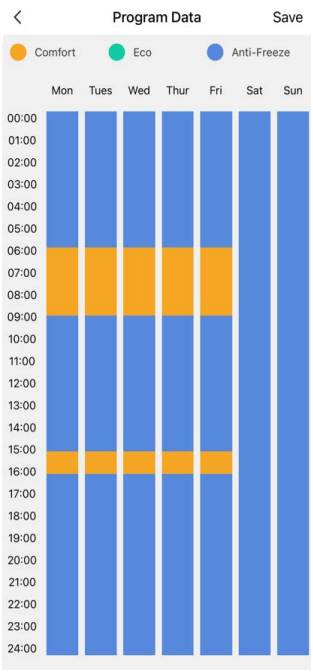
To adjust the target temperature, simply slide your finger over the dial or press − and +.

The eco mode temperature set in this mode is used during eco intervals when in program mode.

10-5-3 | Program mode

Tap the program data icon on the control interface to configure a program.

- The program consists of 24 hourly intervals for each day.
- Tap an interval to choose comfort (yellow bar), eco (green bar), or frost (blue bar).
- Drag the start and end times of each mode block to make setting your program quick and easy.



Your set program will only run when the radiator is in program mode.

Adjust the target temperature in the heater's eco mode to update the eco set temperature.

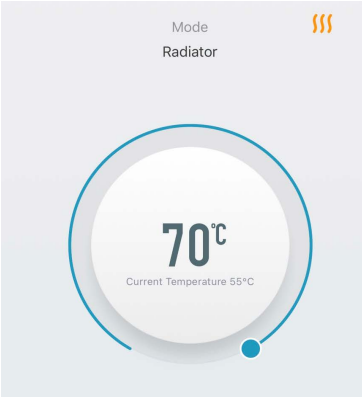
Adjust the target temperature in the heater's comfort mode to update the comfort set temperature.

Frost mode will always be 7 °C.

10-5-4 | Radiator mode

In radiator mode, the radiator will regulate the temperature based on the internal temperature sensor.

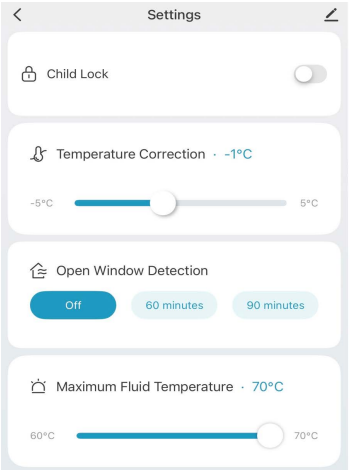
This function is recommended when using the radiator to dry towels..



10-6 | Device settings

To access the settings menu, tap from the control interface.

The settings menu allows you to configure settings not available through the control dial, including:



- Child Lock
- Temperature Correction
- Open Window Detection
- Maximum Fluid Temperature
- Master Language
- Comfort Mode Temperature
- Eco Mode Temperature

Tap to edit settings specific to the app, including:

- Device Name
- Any automations the element is included in

10-6-1 | Child lock

Use the toggle switch to lock or unlock the element display.

10-6-2 | Temperature Correction

Calibrate the temperature in steps of 1 °C from -5 °C to 5 °C.

The default value is 0 °C.

This setting allows users to adjust for any discrepancy between the average room temperature and the temperature sensed by the element thermostat.

- If the temperature in the room is 18 °C, but the thermostat senses 16 °C, a compensation factor of +2 °C will correct the thermostat reading to 18 °C.
- The accuracy of the element's temperature reading can be affected if the unit is mounted in a hot or cold spot of the room — e.g., near hot water pipes or in a draughty doorway.
- The temperature sensor is the short probe on the reverse of the control dial.

10-6-3 | Open window detection

Options:

Off

60 Minutes

90 Minutes

Open window detection is an energy-saving feature designed to cut power to the unit if a window is opened.

- If the thermostat detects a sudden drop in temperature, (2 °C or more within 5 minutes), the element will switch to frost mode.
- While in frost mode, the radiator will only switch if the temperature drops below 7 °C. This helps prevent loss of energy as heat escapes through the window.

The control dial will display the Anti-Frost temperature when active

The element remains in frost mode for 60 or 90 minutes, then resumes heating according to its previous settings.

If the temperature drops again, the cycle begins again.

Open window detection is enabled by default.

10-7 | Maximum Fluid Temperature

This setting allows you to set the maximum temperature the radiator will reach internally.
This can be set between 60°C and 70°C

10-8 | Voice integration

The Smart Life app is compatible with both Amazon Alexa and Google Home.

To connect Alexa with Smart Life:

- Download the Smart Life skill onto your Alexa app.

To connect Google Home with Smart Life:

- Go to "Set up a device" in the Google Home app.
- Tap "Works with Google" and select Smart Life from the list.

Depending on your device, your voice control app may discover your heaters automatically, or you may need to prompt it to do so.

You can find quick guides for both Google Home and Alexa in the Smart Life app's FAQ section.

Make sure you assign the device a name that's easy for you to say and for your voice interface to understand.

Use  to change the radiator's name in the Smart Life app.

Note – the wording of some commands will differ depending on whether you use Alexa or Google Home. Please see **Table 3, "Voice commands,"** on page 40 for a full list of commands.

Table 3 | Voice commands

	Command	Action
	• "Turn on **<device name>**" • "Switch on **<device name>**"	• Switches the radiator into heating mode.
	• "Turn off **<device name>**" • "Switch off **<device name>**"	• Switches the radiator into standby mode.
	**Alexa** • "Set **<device name>** to heat" **Google Home** • "Set **<device name>** to hot"	• Switches the radiator to comfort mode.
	• "Set **<device name>** to eco"	• Switches the radiator to eco mode.
	• "Set **<device name>** to Auto"	• Switches the radiator to program mode.

Table 3 | Voice commands

	Command	Action
°C	• "Set **<device name>** to **<temperature>** degrees"	• In comfort or eco mode, this changes the set comfort or eco temperature. • In program mode, this changes the set temperature of whatever mode is currently running. • Choose value from 7 to 30. • This command only has an effect in comfort, eco or program mode.
^ v °C	• "Increase **<device name>** temperature" • "Decrease **<device name>** temperature" • "Make **<device name>** warmer" • "Make **<device name>** cooler" • "Raise **<device name>** temperature" • "Lower **<device name>** temperature"	• Increases or decreases the set temperature by 1 °C. • This command only has an effect in comfort, eco, or program mode.

Table 3 | Voice commands

	Command	Action
^ v **<x> °C**	"Increase **<device name> <x>** degrees" "Decrease **<device name> <x>** degrees" "Raise **<device name> <x>** degrees" "Lower **<device name> <x>** degrees"	• Increases or decreases the set temperature by a number of degrees. • This command only has an effect in comfort, eco, or program mode.
Room °C	**Alexa** • "What's the **<device name>** temperature?" **Google Home** • "What temperature is the **<device name>**?"	• Reports the current room temperature sensed by the radiator.
Set °C	• "What temperature is the **<device name>** set to?"	• Reports the set temperature of the radiator.

11 | Warranty

The Ecostrad TriQ WiFi Heating Element carries a 2-year guarantee.

What does the warranty cover?

Within the stated period, starting from the date the customer receives their unit, Ecostrad guarantee to repair or replace the unit where a fault is due to defects in materials or manufacturing.

What does the warranty NOT cover?

The warranty does not cover any defect arising from damage, negligence, usage outside the product's intended purpose or fair wear and tear. The warranty is only valid when the unit has been used at the specified supply voltage, and in accordance with all conditions specified in this manual. The warranty will be void if the element has been tampered with or opened in any way; if it has been used in open air, or in an unsuitable vessel; or if the ratings label has been removed.

The warranty does not cover failures and faults due to force majeure, accidental damage, mishandling, external impact, chemical agents or atmospheric phenomena, incorrect use of the device, the purchaser's faulty electrical installations, transporting the device or problems caused by the device being handled by persons not authorised by Ecostrad. The element is not a DIY product; an invoice may be required to confirm installation was carried out by a qualified professional. Ecostrad cannot accept responsibility for damage, loss or injury caused by incorrect installation, maintenance, cleaning or covering the device.

How to claim

The warranty is a contract with the original purchaser and does not transfer if the unit is re-sold, gifted or inherited. Proof of purchase, including order number and order confirmation or invoice, will be required if a claim is made.

The warranty covers only the model shown on the purchase invoice. The warranty covers the repair or replacement of the defective product only and Ecostrad shall have no liability for installation costs or consequential losses however incurred.

Claims must be made with the establishment where the device was purchased. This warranty does not affect the customer's consumer rights.

12 | Troubleshooting

Issue	Explanation	Solution
Error Code	This signifies an issue with the room temperature/internal temperature sensor.	Contact the retailer from whom you purchased the product.

13 | Disposal

In accordance with WEEE Directive 2012/19/EU, the icon with the crossed-out waste bin on electrical or electronic equipment stipulates that this equipment must not be disposed of with household waste at the end of its life. You will find collection points for free return of waste electrical and electronic equipment in your vicinity. The addresses can be obtained from your local authority.

The separate collection of waste electrical and electronic equipment enables the re-use, recycling and other forms of recovery of waste equipment, and prevents any negative effects for the environment or human health caused by the disposal of hazardous substances potentially contained in the equipment.

For queries, contact:

The UK manufacturer

Ecostrad Ltd.
Unit 21 Ash Way
Avenue C
Thorp Arch Trading Estate
WETHERBY
West Yorkshire
LS23 7FR

The ROI importer

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Unit 282
Block G
Blanchardstown Corporate Park 2
Dublin
Republic of Ireland
D15 R65X

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