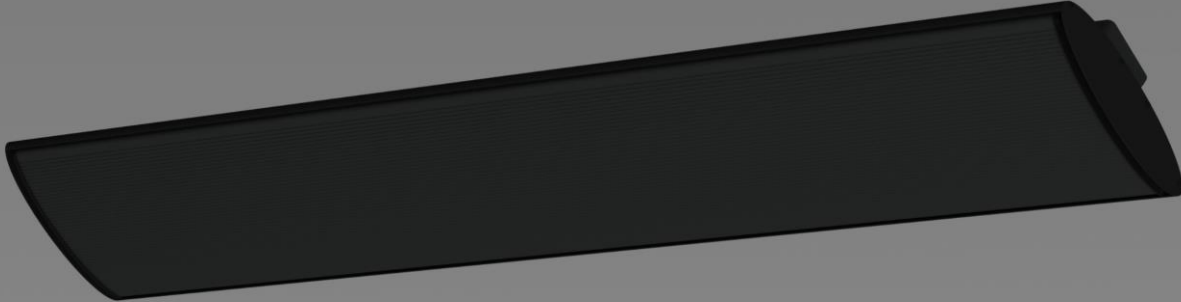


# INSTALLATION, OPERATION AND MAINTENANCE MANUAL

## Radiant Infrared Electric Heater



### Aura Shadow No-Light Electric Heater

| MODELS  | VOLTAGE (V) | TOTAL POWER (W) | CURRENT (AMPS) |
|---------|-------------|-----------------|----------------|
| DS15120 | 120         | 1500            | 12.5           |
| DS24240 | 208/240     | 1800/2400       | 8.7/10         |
| DS32240 | 208/240     | 2400/3200       | 11.5/13.3      |



#### FIRE/EXPLOSION HAZARD WARNING



**NOT FOR USE IN HAZARDOUS OR EXPLOSIVE ATMOSPHERES**

During operation, always ensure combustible materials are kept at a safe distance from the heater body and from the emitted radiant energy. This heater is not intended for use in hazardous areas where flammable vapours, gases, liquids or other combustibles are present. Failure to do so can result in personal injury/or property damage.



**FOR OUTDOOR COVERED OR INDOOR USE, IN BOTH COMMERCIAL AND RESIDENTIAL LOCATIONS IN MODERATE CLIMATES**

INFORESIGHT CONSUMER PRODUCTS INC. \* 125 TRADERS BLVD #4 \* MISSISSAUGA, ONTARIO \* 905-568-7655

## TABLE OF CONTENTS

|     |   |    |
|-----|---|----|
| 1 - | SAFETY .....                                  | 3  |
| 2 - | INSTALLATION INSTRUCTIONS .....               | 5  |
| 2.1 | INSTALLATION CLEARANCES – WALL MOUNT.....     | 5  |
| 2.2 | INSTALLATION CLEARANCES – CEILING MOUNT ..... | 6  |
| 2.3 | ELECTRICAL INSTALLATION.....                  | 7  |
| 2.4 | WALL-MOUNTED INSTALLATION.....                | 7  |
| 2.5 | CEILING MOUNTED INSTALLATION .....            | 8  |
| 2.6 | ADJUSTING DIRECTIONAL POSITIONING .....       | 9  |
| 3 - | MAINTENANCE .....                             | 10 |
| 3.1 | CLEANING .....                                | 10 |
| 4 - | Limited Express Warranty.....                 | 11 |



### WARNINGS



**THIS ELECTRIC APPLIANCE PRODUCES INFRARED HEAT, FAILURE TO FOLLOW WARNINGS AND INSTRUCTIONS CAN CAUSE FIRE, ELECTRIC SHOCK, OR INJURY.**



**Heater must be installed by a certified electrician and installation must adhere to all local, state and national electric codes.**



### READ AND SAVE THESE INSTRUCTIONS

Please read this owner's manual carefully before using the unit and keep this manual for future reference.  
USE THIS HEATER ONLY AS DESCRIBED IN THIS MANUAL. ANY OTHER USE NOT RECOMMENDED BY THE MANUFACTURER MAY CAUSE FIRE, ELECTRIC SHOCK OR INJURY TO PERSONS.

**Notice:** Changes or modifications not approved by the party responsible for compliance will void the user's authority to operate the equipment.

# IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following outlined in section 1 – SAFETY. **Read all instructions before installing or using this heater.**

## 1 - SAFETY



### WARNINGS



#### WARNING: FIRE OR EXPLOSION HAZARD

- Failure to precisely follow safety warnings could result in serious injury or property damage.
- This heater has hot surfaces and arcing or sparking parts inside. Do not use the heater in areas where gasoline, paint or flammable vapors or liquids are used or stored.
- This Heater is not to be installed or used in an area containing hazardous or flammable materials including but not limited to rags, fabrics, spray or aerosol cans, cleaning compounds, plastic containers, paper products, organic dusts, straw/hay, gasoline, kerosene, lighter fluid, etc.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
- Do not cover the heater in any manner, do not hang clothing on or near the heater.
- **Caution!** Do not use the heater together with another appliance connected to the same supply line or connected to the same breaker.
- This heater must be properly grounded.
- The power cord must not be left on or around the heater body.
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, curtains, etc. at least 6 feet (1.8m) from the front of the heater and keep them away from the sides and rear.

#### WARNING: PERSONAL INJURY HAZARD - OPERATION

- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- Extreme caution is necessary when any heater is used by or near children or other persons with reduced physical, sensory or mental capabilities.
- Never leave the heater unattended while it is operating.
- Do not operate any heater after it malfunctions. Disconnect power at the service panel and have the heater inspected by an electrician before reusing.
- Do not use the heater to light cigarettes or similar materials.
- Do not insert objects in heater openings. Electrical shock could result.
- To disconnect heater, turn controls to off, and turn off power to the heater circuit at the main disconnect panel

### WARNING: PERSONAL INJURY HAZARD - CLEANING AND MAINTENANCE

---

- To avoid property damage, personal injury or death due to electrical shock DO NOT service the unit without turning the unit OFF and disconnecting the heater from the main power supply.
- Before cleaning the unit or replacing the emitter, turn off the main power. Make sure the heater and/or the emitter is cool before handling.
- Service must be performed only by a qualified service technician.

### WARNING: INSTALLATION

---

- **This product must be installed by a certified electrician and must adhere to all local, state and national electric codes (NEC)**
- **This product is not suitable for Outdoor exposed installation. If installed outdoors, this heater must be installed in a covered environment.**
- Do not direct the radiant part of the heater towards the ceiling.
- Specified minimum clearances from front, sides, bottom and back of unit must be met. Failure to meet clearance minimums can result in fire.
- Heater is not for use in bathrooms, laundry areas or other locations where unit could fall into water.
- Do not use the heater if it has been dropped or damaged in any way. Ensure the emitter is not cracked or chipped visually. Contact an authorized Aura dealer for support.
- Do not use the heater if the power cord is damaged. Contact an authorized servicer or qualified electrician to replace the cord prior to use.
- Unplug the appliance when it is not in use for long periods of time, or for cleaning and maintenance.
- **Heater is not to be recessed.**
- The heater must be installed at level on a flat, stable surface, rigid enough to safely withstand the weight of the heater and the heater must not be covered by any flexible material, such as carpets, plastic or fabric.

**SAVE THESE INSTRUCTIONS**

## 2 - INSTALLATION INSTRUCTIONS

**Heater installation must be carried out by qualified personnel in compliance with local National Codes (NEC) as well as any other applicable standards. Failure to comply with applicable requirements could result in personal injury and/or property damage. Wiring procedures and connections shall be made in accordance with national and local electrical codes having jurisdiction.**

AURA infrared panel heaters produce both radiant and convective heat that warms people and the air around them. This heater includes standard 4" brackets which allow the user to direct the radiant heat where desired.

**To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.**

### 2.1 INSTALLATION CLEARANCES – WALL MOUNT



**DANGER FIRE HAZARD**



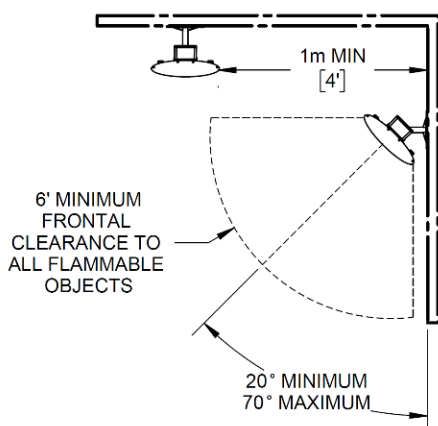
The minimum clearances indicated on the nameplate and in the user manual must be observed at the time of installation. Allow at least 1.5 m (5 ft) between all sides of the heater to flammable objects.

**CAUTION:** High temperatures are present, risk of fire! Keep electrical cords, drapery, furnishings and other combustibles at least 6 feet (1.8m) from the front of the heater and away from the sides and rear.

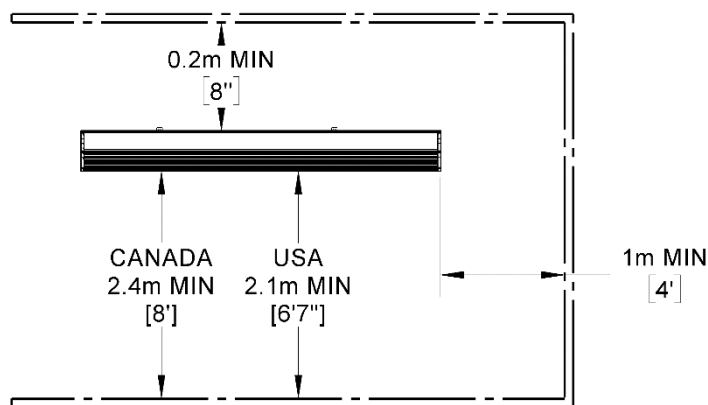
#### Minimum Installation Clearances, Wall Mount

| Heater Model | Floor (Measured to bottom of heater)    | Ceiling    | Adjacent Walls |
|--------------|---|------------|----------------|
| DS15120      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |
| DS24240      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |
| DS32240      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |

#### Ceiling Mounted Clearances



#### Wall Mounted Clearances

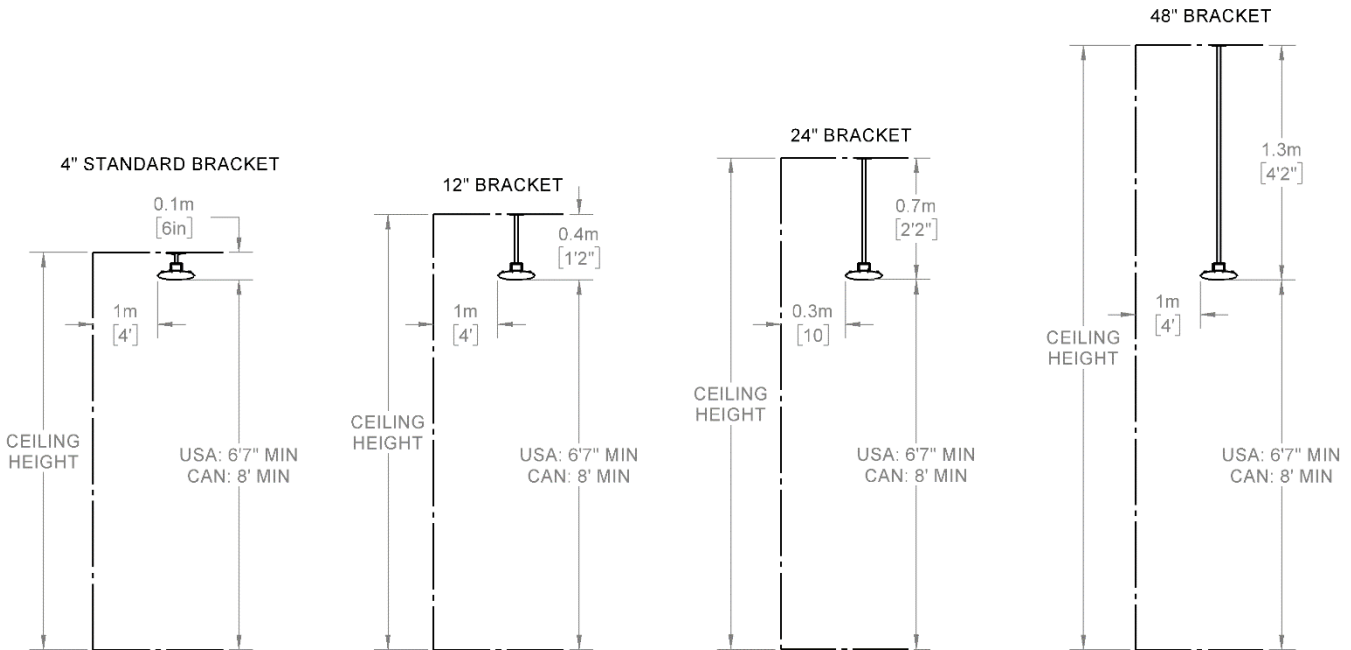


## 2.2 INSTALLATION CLEARANCES – CEILING MOUNT

This heater works best when installed 8' in Canada, and 7' in USA when measured to the bottom of the heater. The minimum mounting height in Canada is 8', and 6'7" in USA measured to the bottom of the heater. In outdoor environments it is not recommended to mount the bottom of the heater above 8'. This heater is supplied with a standard 4" bracket. Additional mounting brackets are available at lengths of 1', 2' and 4' (0.3m, 0.6m and 1.2m) to satisfy optimal mounting heights.

**Minimum Installation Clearances, Ceiling Mount**

| Heater Model | Floor (Measured to bottom of heater)    | Ceiling    | Adjacent Walls |
|--------------|---|------------|----------------|
| DS15120      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |
| DS32240      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |
| DS32240      | 6'7" (2.1m) – USA<br>8' (2.4m) - CANADA | 8" (0.2 m) | 4' (1 m)       |



**USA: 6'7" minimum mounting height – PER UL 2021**

|  | Ceiling Height      |             |              |                  |
|--|---------------------|-------------|--------------|------------------|
| Ceiling Height, Inches                                       | 7' - 7'9"           | 7'9" - 8'9" | 8'9" - 10'9" | 10'9" or greater |
| Ceiling Height, Meters                                       | 2.1m - 2.4m         | 2.4m - 2.7m | 2.7m - 3.3m  | 3.3m or greater  |
| Extension Bracket to use:<br>ALL units: 1500 / 2400 / 3200 W | Standard 4" bracket | 12" bracket | 24" bracket  | 48" bracket      |

**CANADA: 8' minimum mounting height – PER CSA 22.2 NO.46-13**

|  | Ceiling Height      |              |               |                  |
|--|---------------------|--------------|---------------|------------------|
| Ceiling Height, Inches                                       | 8'6" – 9'2"         | 9'2" - 10'2" | 10'2" - 12'2" | 12'2" or greater |
| Ceiling Height, Meters                                       | 2.4m – 2.8m         | 2.8m – 3.1m  | 3.1m - 3.7m   | 3.7m or greater  |
| Extension Bracket to use:<br>ALL units: 1500 / 2400 / 3200 W | Standard 4" bracket | 12" bracket  | 24" bracket   | 48" bracket      |

## 2.3 ELECTRICAL INSTALLATION

### Safety Precautions

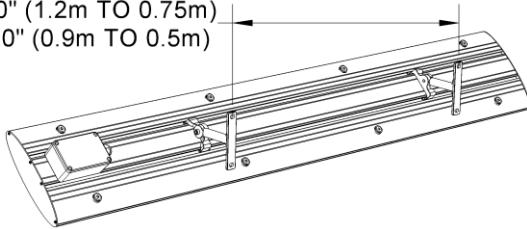
1. Each power supply circuit must be properly grounded.
2. Use a certified ground fault protection device for wet environment installations.
3. Use a proper electrical connection box.
4. Supply voltage and frequency must correspond to the electrical rating indicated on unit's information plate.

## 2.4 WALL-MOUNTED INSTALLATION

**NOTE: This heater must be installed with overhead cover when used outdoors. This heater is not recommended for use outdoors in northern climates and is the heat is susceptible to wind loss!**

1. Take the heater out of the box and remove all protective foam inserts.
2. The heater comes with standard 4" brackets. Spacing between the brackets must be between:

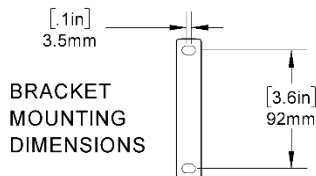
3200W: 48" TO 30" (1.2m TO 0.75m)  
2400W: 36" TO 20" (0.9m TO 0.5m)



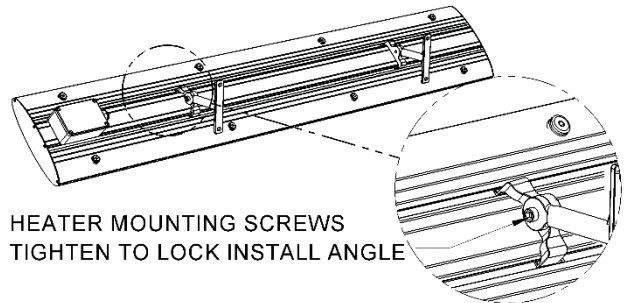
3. Select the installation location on the wall by identifying the studs or structural beams that will allow the heater to be securely attached.

**WARNING: Ensure minimum clearances outlined in section 2.1 are met.**

4. Securely fasten the brackets to the mounting surface. **NOTE:** Wall bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit and take into consideration any wind load conditions.



**CAUTION: If there is any question regarding security of the bolts and fixtures, contact a professional contractor.**



5. Mount the heater to the brackets with the terminal box at the right side of the heater using the screws provided.
6. Adjust the heater to the desired directional angle, then fix in this position by tightening the fixing bolts on the brackets at the back of the heater.
7. Secure the electrical supply cable so it does not contact the heater body or obstruct the air vents. Follow local and national electrical code requirements.

The angles of attachment are 20° to 70°, measured from the mounting wall.

## 2.5 CEILING MOUNTED INSTALLATION



### WARNING

Heater should be hung using rigid mounting brackets, the unit must not be able to swing in any direction under applied load from wind or persons. The unit must be installed using the supplied brackets or Aura Shadow extension brackets.

**HEATER POSITION MUST MAINTAIN A MINIMUM CEILING CLEARANCE OF 0.2m (8")**

1. Secure the heater to the mounting brackets using nuts and washers provided.
2. Select the installation location on the ceiling by identifying the studs or structural beams that will allow the heater to be securely attached.  
**NOTE:** ceiling bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit (Model # DS24240B - 17.5lbs or Model # DS32240B - 22lbs) and take into consideration any wind load conditions.
3. Attach the unit to the ceiling using the ceiling brackets and user selected bolts.
4. The heater can be hung vertically or pointed at a maximum angle of 45° from vertical.  
**NOTICE: NEVER direct the infrared heat produced by the appliance at an adjacent wall.**
5. Secure the electrical supply cable so it does not contact with the heater body or cover the heater air vents.



## 2.6 ADJUSTING DIRECTIONAL POSITIONING



### WARNING

Never attempt to move or adjust the heater angle while it is running. Personal injury could result.

1. Turn off the heaters electrical supply line from the main power supply.
2. Allow the heater to cool before adjusting the angle.
3. Loosen the fixing bolts on the brackets at the back of the heater; adjust the heater as desired, then re-tighten the fixing bolts.

**Notice:** The unit produces radiant heat in addition to heating air in the environment it is installed. Install this heater at an angle which points the front face of the heater at the target area to be heated. Do not point the heater at windows or at vacant spaces, as the heat will not be delivered to the occupants.



INCORRECT



CORRECT

## 3 - MAINTENANCE



### WARNINGS



1. Allow the heater and the emitter to cool down before handling.
2. Installation and maintenance must be performed by a qualified technician.
3. Turn off the power before beginning maintenance.
4. Do not attempt to service or repair the unit while it is running.
5. Should the heater be dropped or damaged or malfunction at any time, immediately turn off the main power source and do not use it until it has been examined by an authorized service facility.

### 3.1 CLEANING

To remove dust or dirt on the reflector, follow these steps:

1. Disconnect the heater from the main power supply.
2. Ensure the heater is cool before cleaning.
3. Carefully wipe the front face of the heater with a soft, lint-free cloth with a cleaning solution.

*Due to ongoing product improvements, specifications and dimensions are subject to change and correction without notice and without incurring obligations. Determining the application and suitability for use of any product is the responsibility of the installer. Additionally, the installer is responsible for verifying dimensional data on the actual product prior to beginning any installation preparations.*

*Incentive and rebate programs have precise requirements as to product performance and certification. All products meet applicable regulations in effect on date of manufacture; however, certifications are not necessarily granted for the life of a product. Therefore, it is the responsibility of the applicant to determine whether a specific model qualifies for these incentive/rebate programs.*

Manual Revision: A2: 2021-06-03

## 4 - LIMITED EXPRESS WARRANTY

# Limited Express Warranty AURA® Infrared Heaters

### RESIDENTIAL INSTALLATION/USE:

#### LIMITED ONE (1) YEAR PARTS WARRANTY

Inforesight Consumer Products Inc. warrants all parts of the infrared heaters to be free from defects in workmanship and materials for normal residential use and maintenance for one (1) year from the date of purchase by the original consumer.

### COMMERCIAL INSTALLATION USE:

#### LIMITED ONE (1) YEAR PARTS WARRANTY, Ninety (90) DAY EMITTER (LAMP) WARRANTY

Inforesight Consumer Products Inc. warrants all parts (excluding the emitter lamp) of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase. Inforesight Consumer Products Inc. warrants the emitter lamp of the infrared heater to be free from defects in workmanship and materials for normal commercial use and maintenance for one (1) year from the date of purchase.

The Limited Warranties described above apply only when the Infrared Heater is installed and operated per Inforesight Consumer Products Inc. installation and operating instructions for normal use.

### EXCEPTIONS

The Limited Warranty does not cover normal maintenance-Inforesight Consumer Products recommends that regular inspection/maintenance be performed according to the Installation and Operation Manual. Additionally, labor charges, diagnostic charges, transportation charges for replacement parts, replacement of the bulb, or any other service calls/repairs are not covered by this Limited Warranty. It also does not cover any portion or component of the system that is not supplied by Inforesight Consumer Products, regardless of the cause of failure of such portion or component.

### CONDITIONS FOR WARRANTY COVERAGE

Unit must be operated according to Inforesight Consumer Prod. operating instructions included with the unit and cannot have been subjected to accident, alteration, improper repair, neglect or misuse, or an act of God (such as a flood)

- Installation must be according to Inforesight Consumer Products Inc. Instructions
- Rating plate has not been altered or removed
- Unit is not operated in a corrosive environment
- Performance cannot be impaired by use of any product not authorized by Inforesight Consumer Products Inc. or by any adjustment or adaptations to components
- Damage has not been a result of inadequate wiring or voltage conditions, use during brown-out conditions, or circuit interruptions

### DURATION OF WARRANTY & REGISTRATION

The warranty begins on the date of purchase by the original consumer. The consumer must register at [info@auraheater.com](mailto:info@auraheater.com) within 90 days of

purchase. The consumer must retain a receipted bill of sale as proof of warranty period. Without this proof, the express warranty begins on the date of shipment from the factory.

**REMEDY PROVIDED BY THE LIMITED EXPRESS WARRANTY** The sole remedy under the Limited Warranty is replacement of the defective part. If replacement parts are required within the period of this warranty, Inforesight Consumer Products Inc. replacement parts shall be used; any warranty on the replacement part(s) shall not affect the applicable original unit warranty. Labor to diagnose and replace the defective part is not covered by this Limited Express Warranty. If for any reason the replacement part/product is no longer available during the warranty period, Inforesight Consumer Products Inc. shall have the right to allow a credit in the amount of the current suggested retail price of the part/product instead of providing repair or replacement.

### LIMITATION OF LIABILITY

1. There are no other express or implied warranties. Inforesight Consumer Products Inc, makes no warranty of merchantability. We do not warrant that the unit is suitable for any particular purpose or can be used in buildings or rooms of any particular size or condition except as specifically provided in this Installation and Operation document. There are no other warranties, express or implied, which extend beyond the description in this document.
2. All warranties implied by law are limited in duration to the one-year term of the Parts Warranty. Your exclusive remedy is limited to the replacement of defective parts. **We will not be liable for any consequential or incidental damages caused by any defect in this unit.**
3. This warranty gives you specific legal rights and you may also have other rights which vary from state to state. Some states do not allow limitation on how long an implied warranty lasts or do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you,
4. No warranties are made for units sold outside the continental United States and Canada. Your distributor or final seller may provide a warranty on units sold outside these areas.
5. Inforesight Consumer Products Inc. will not be liable for damages if our performance regarding warranty resolution is delayed by events beyond our control including accident, alteration, abuse, war, government restrictions, strikes, fire, flood, or other acts of God.

### HOW TO OBTAIN WARRANTY SERVICE OR PARTS

If you have a warranty claim or service question, contact Inforesight Consumer Products Inc, at 905-568-7655. Have the model number and date of purchase available for this call. Do not return your unit to the store where it was purchased.

**Owner responsibilities are set forth in the instruction manual - read it carefully.**