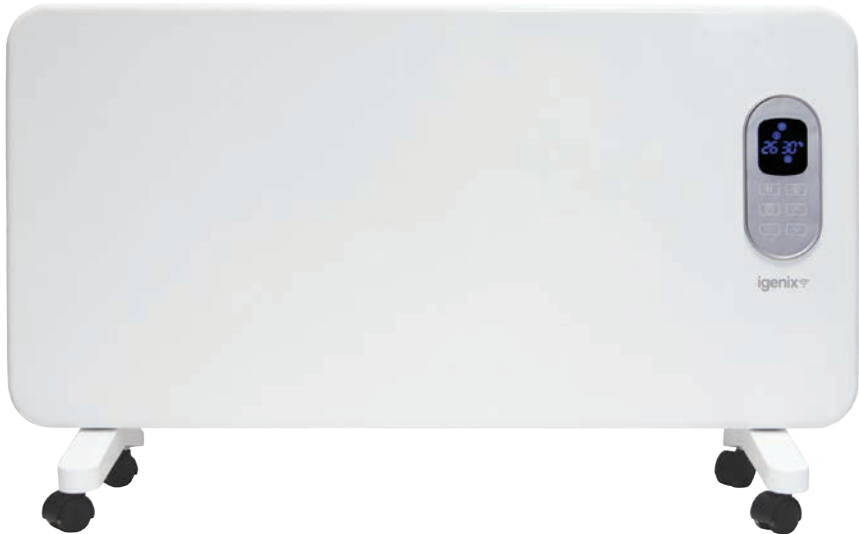


## 2kW Panel Heater with Wi-Fi



## IG9520WIFI

**Please read these instructions carefully before use and retain for future reference**

**Before switching on your appliance,  
always check for any damage which may have been caused in transit**

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## IMPORTANT SAFETY INSTRUCTIONS

Read and follow all of the instructions even if you feel you are familiar with the product, and find a place to keep this manual handy for future reference.

- The appliance should not be used if it has been dropped or if there are visible signs of damage.
- This appliance should only be used by adults.
- Cleaning and user maintenance shall not be made by children.
- Keep the appliance and its cord out of reach of children.
- Children shall not play with the appliance.
- This appliance cannot be used by persons with reduced physical, sensory or mental capabilities.
- This product is intended for domestic use only,
- Do not use the appliance for anything other than the intended purpose.
- This product is for indoor use only. Do not use the heater outdoors.
- Ensure that the electricity supply in your home is rated at 220-240 volts before operating the appliance.
- If the mains lead of this appliance becomes damaged, it must be replaced by a qualified electrician using the same rated cable in order to avoid a hazard.
- Children should be supervised to ensure that they do not play with the appliance.
- Always turn off and unplug the appliance before attempting to move and when not in use.
- Do not use the heater unless the feet are attached correctly or it is mounted on the wall.
- Do not use the heater in the immediate surroundings of a bath, shower or swimming pool.
- Do not reach for an appliance that has fallen into water. Switch off at power supply and unplug immediately.

- Never place the heater where it may fall into water, or stand on a damp floor.
- The appliance is not intended for use in bathrooms, laundry areas, near swimming pools or similar wet indoor locations.
- Do not cover or obstruct any of the heat outlet grilles.
- Do not place the heater on carpets with a deep pile.
- Always ensure that the heater is placed on a firm, flat surface.
- Always operate upright.
- Never leave the appliance unattended whilst in use.
- This appliance heats up when in use. To avoid burns, do not let bare skin touch the hot surface. Switch off and let the appliance cool before moving or touching.
- Ensure that the heater is not positioned close to curtains or furniture as this may create a fire hazard. Place at least 50cm away from furniture and other objects.
- Do not place the heater in front of, or immediately below a wall socket.
- Do not insert any objects through the heat outlet grilles.
- Do not use the heater in areas where flammable liquids are stored or flammable fumes may be present.
- To protect against fire, electric shock or injury do not immerse the heater, power cord or plug in water or any other liquid.
- Do not twist, kink or wrap the cord around the appliance, this may cause the insulation to weaken and split.
- Do not run the cord under carpeting, rugs or runners. Arrange cord away from traffic so that it will not be tripped over.
- The use of an extension cord with this appliance is not recommended.
- Do not operate with the cord coiled as a build up of heat could be sufficient to become a hazard.
- Do not place the appliance close to a radiant heat source.
- Do not store the appliance while it is still hot.
- Do not remove the plug from the power socket by pulling the

power cord. Always grip the plug.

- Do not remove the plug from the socket until the appliance is switched off.
- Do not use the appliance to dry clothes.
- Do not operate the appliance with wet hands.
- The most common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning the grilles.
- Use this appliance only as described in the manual. Any other use is not recommended by the manufacturer and may cause fire, electric shock or injury.
- Do not use this heater with any external programmer, timer or any other device that switches the heater on automatically.
- There are no user serviceable parts inside and the casing should not be opened by anyone other than a qualified electrician.



This symbol means do not cover, in order to avoid overheating. Do not cover or obstruct any of the heat outlet grilles or air intake openings of the heater.



**WARNING:** In order to avoid overheating, do not cover the heater.

# SPECIFICATION

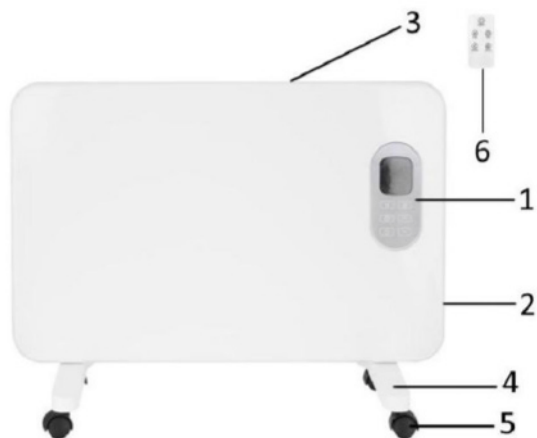
Product	Wi-Fi Panel Heater
Model Number	IG9520WIFI
Brand	Igenix
Colour	White
Wattage (W)	2000W
Voltage (V)	220-240V
Frequency (Hz)	50Hz
Product Dimensions (mm)	H 430 x W 920 x D 240
Net Weight (kg)	5.6
Class	I
Overheat Protection	Yes
Waterproof Rating	IP24

## Technical Specification

Item	Symbol	Value	Unit	Item	Unit
Heat output				Type of heat input, for electric storage local space heaters only (select one)	
Nominal heat output	P <sub>nom</sub>	2,0	kW	manual heat charge control, with integrated thermostat	No
Minimal heat output (indicative)	P <sub>min</sub>	0	kW	manual heat charge control with room and/or outdoor temperature controls	No
Maximum continuous heat output	P <sub>max,c</sub>	2,0	kW	electronic heat charge control with room and/or outdoor temperature feedback	No
Auxiliary electricity consumption				fan assisted heat output	
At nominal heat output	e <sub>lmax</sub>	N/A	kW	Type of heat out/room temperature control (select one)	
At minimum heat output	e <sub>lmin</sub>	N/A	kW	single stage heat output and no room temperature control	No
In standby mode	e <sub>lSB</sub>	0,001742	kW	Two or more manual stages, no room temperature control	No
				with mechanic thermostat room temperature control	No
				with electronic room temperature control	No
				electronic room temperature control plus day timer	No
				electronic room temperature control plus week timer	Yes
				Other control options (multiple selections possible)	
				room temperature control, with presence detection	No
				room temperature control, with open window detection	No
				with distance control option	No
				with adaptive start control	Yes
				with working time limitation	Yes
				with black bulb sensor	No

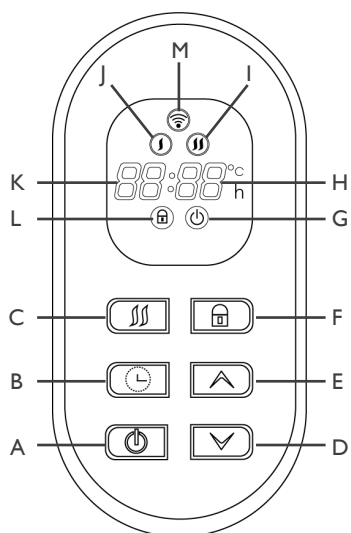
## APPLIANCE OVERVIEW

- 1 Control panel and digital display
- 2 Main power switch
- 3 Warm air outlet grille
- 4 Feet
- 5 Wheel
- 6 Remote control



## Control Panel and Digital Display

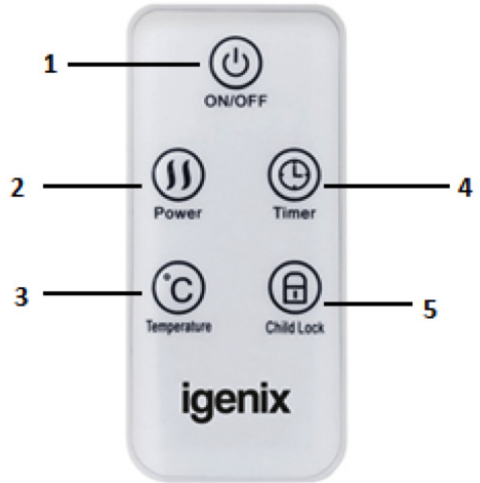
- A On/off button
- B Timer button
- C Power setting
- D Temperature setting (-)
- E Temperature setting (+)
- F Child lock
- G Main power icon
- H Set temperature or timer display
- I High heat
- J Low heat
- K Room temperature display
- L Child lock icon
- M Wi-Fi icon





## Remote Control

- 1 On/off button
- 2 Power setting button
- 3 Temperature control button
- 4 Timer control button
- 5 Child lock function button



## ASSEMBLY INSTRUCTIONS

**Before assembly:** Take the heater out of the box and remove all packaging material. Check the installation parts are not damaged and nothing is missing.

- In order to use the heater, it must be either wall mounted or assembled onto the castors and wheels.

### Feet Assembly

Turn the appliance upside down. Attach the two feet onto the bottom of the appliance and fix with the four small screws provided for each side. Ensure the feet are aligned so that the angle matches the angle of the heater and therefore the feet will lie flat on the floor (see fig. 1). Insert the four small wheels into the two feet.

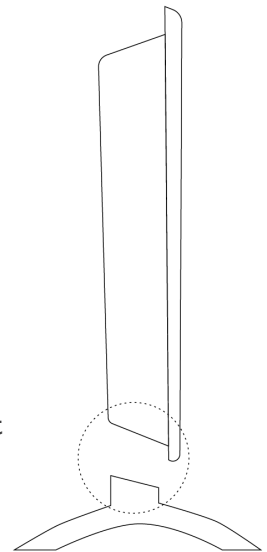
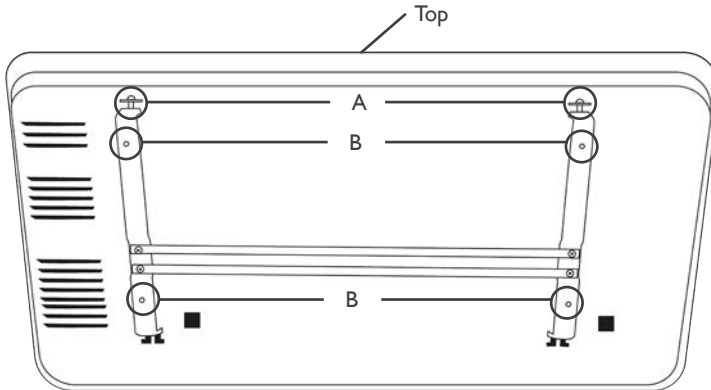


Fig. 1

## Wall Mounting



**Note: The wall mounting bracket is attached to the back of the appliance via two screws (A); these need to be released and the bracket removed before the appliance can be mounted to the wall.**

1. Remove bracket from the back of the appliance by releasing the two top screws (A). Retain screws for use later.
2. Secure the wall mounting bracket to the desired location on the wall via the four holes on the bracket (B) using the four long screws and wall plugs provided.

**Note: The panel heater should not be placed near inflammable objects such as soft furnishings (e.g. curtains, furniture.) The panel heater should be placed at least 20cm away from any nearby wall sockets.**

3. Once the bracket is secured to the wall, the panel heater can be attached to the bracket and secured via the replacement of the two top screws (A).

## **Location of the Appliance**


- The appliance should be positioned where you most need the warmth.
- Do not locate the appliance under a fixed power point.
- Always ensure that the appliance is placed at least 50cm away from furniture, curtains, walls etc.
- Do not locate the appliance on a deep pile carpet. This could cause the appliance to be unstable and tip over.

## **Plugging in the Appliance**




Before plugging the appliance into the mains, ensure that your supply voltage is the same as what is shown on the rating plate of the appliance. Avoid contact between the heater and clothes, household linen, furniture, inflammable material and power socket.

- Pay attention to the position of the convector with regard to other objects.
- Do not place the appliance under a power socket.



# OPERATING INSTRUCTIONS

Plug the appliance into an appropriate electrical outlet. Turn on the appliance by pressing the main power switch on the side of the appliance. A beep sound will be heard, and the ambient room temperature will be shown on the display. Press the on/off button  to turn the heater on.

## 1. Power Setting





Press the power setting button  to choose the desired power setting - if the display shows  then low heat is selected, and if the display shows  then high heat is selected.

## 2. Temperature Setting

Press temperature setting button  or  to set the desired temperature between 16°C and 35°C. When the desired temperature has been set, it will show on the display panel.



## 3. Time Setting

### How to use the timer to switch off the appliance:


- Plug the appliance into a suitable wall socket, then switch the appliance to standby mode by pressing the main power button located on the side of the appliance.
- The appliance will beep to indicate it is in standby mode.
- Press the on/off button  to switch on the appliance.
- Press the timer button  to activate the timer function.
- Press the temperature setting button  or  to increase or decrease the time in 1 hour increments between 1-24 hours until the desired time is reached.
- The selected time will flash on the screen to indicate that the timer has been set - the screen will then revert to showing the ambient temperature.
- Once the desired time is reached, the appliance will switch off automatically.

**Note:** You can review the selected turn off time at any point by pressing the timer button; the set time will flash on the screen for a few seconds before reverting back to the ambient temperature.

## 4. Child Lock

Long press the child lock button  firmly for 5 seconds until a beep sound is heard; this will activate the child lock function. The  symbol will show on the control panel to indicate when the child lock function is activated. Long press the child lock button firmly for another 5 seconds until a beep sound is heard; this will deactivate the child lock function.

## 5. Turn Off

Press the on/off button  again to turn off the appliance before turning off the main power switch and disconnecting from the mains power.


# SETTING UP WI-FI FUNCTION

## 1. Setting up the igenix app

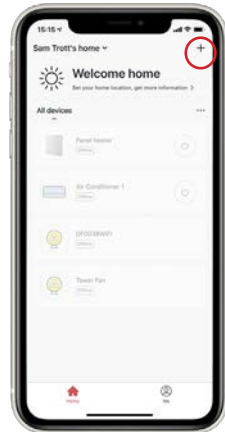
- Download the igenix app from the Apple store (for iOS devices) or from Google Play (for Android devices) and install the app on your device.
- Register your new igenix account and sign in to the app.

**NOTE: This product will only connect to 2.4GHz bandwidth. While most modern routers are dual bandwidth (both 5GHz and 2.4GHz) and will automatically select the correct one for individual WiFi compatible appliances, please try manually adjusting your router to 2.4GHz if struggling to connect.**

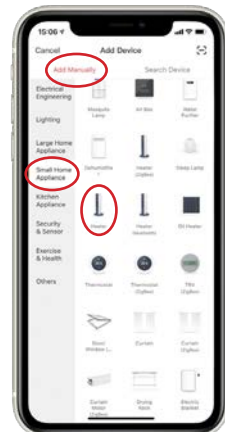
## 2. Pair the Panel Heater with your igenix app

- Plug your IG9520WIFI into a power socket and leave it in the standby mode.
- Press power setting button  for 5 seconds; you will hear a beep in the appliance and the Wi-Fi light will start to flash quickly, entering into configuration mode. If the light starts to flash slowly, repeat this step.

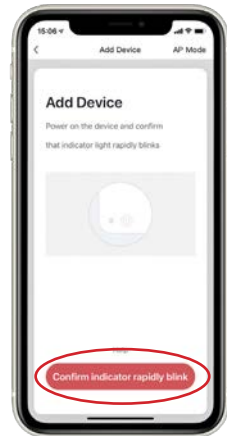
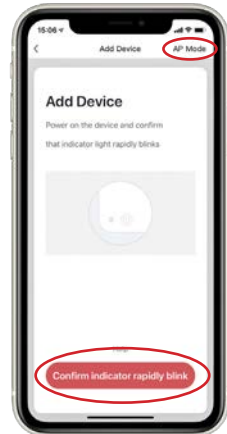
- On the igenix app homepage, click on the '+' icon in the top right hand corner of the screen to add a new device



- Once on the 'Add Device' page, click on the 'Add Manually' icon, then press 'Small Home Appliances' and then scroll down until you find the 'Heater' icon.



- To complete the 'Add Device' process, you first need to identify whether the Wi-Fi light is flashing rapidly or slowly.
- 
- If the light is flashing rapidly, press the **'Confirm indicator rapidly blink'** button at the bottom of the screen to complete the 'Add Device' process.
- 
- If the light is **not** flashing rapidly but is flashing slowly, then you need to press the **'AP Mode'** icon in the top right corner of the screen.



- Once you have clicked on the **'AP Mode'** icon, click on the **'Confirm indicator slowly blink'** button to complete the 'Add Device' process.

- Once the device configuration is successful, you then have the option to rename the device.

**Note: In order to successfully sync with your Amazon Echo, it is advised that you rename your device to an easily recognised word or phrase, such as 'Panel Heater,' as this will have a much greater compatibility with Alexa.**

## SYNCING DEVICE WITH AMAZON ALEXA

### I. Set up Amazon Echo and enable igenix app

- Search the 'Amazon Alexa' app from the Apple store (for iOS devices) or from Google Play (for Android devices) and install the app on your device.

## Ia. Set up Echo with Alexa app

**Note: You will need to purchase an Amazon Echo device to utilise this functionality. If you already have an echo device that is set up, you can skip this step.**

- Plug your Echo device (Echo, Echo Tap or Echo Dot) into a power socket and turn it on.
- Make sure your Echo device is energized.
- Open the Alexa app by tapping the app icon on your mobile device.
- Register for an Amazon account, if you don't have one, or enter your Amazon account and password, then tap 'sign in' (fig. 2).

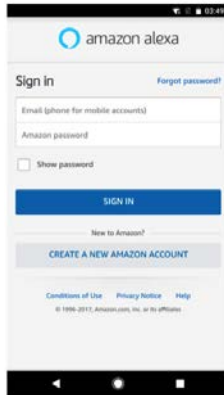


fig.2

- Select the Menu option in the top left corner (fig. 3), select 'Settings' (fig. 4) then tap 'SET UP A NEW DEVICE' (fig. 5).

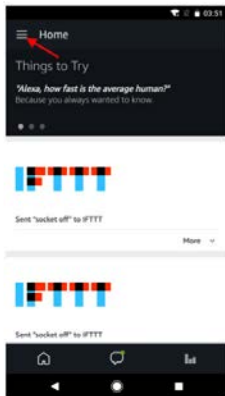


fig.3

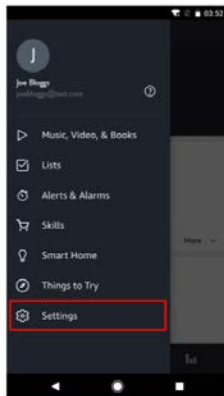


fig.4

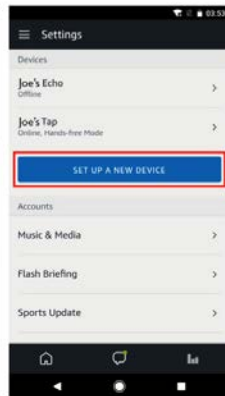


fig.5



- Select your Echo model (fig. 6), choose the appropriate language (fig. 7) and then tap 'CONNECT TO WI-FI' (fig. 8).



fig.6

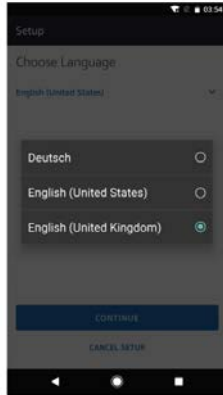


fig.7



fig.8

- Long press the dot button on the top of your Echo device until the orange light shows up (fig. 9), and then tap 'CONTINUE'. When your device is connected to Echo, tap 'CONTINUE' (fig. 10-11).



fig.9

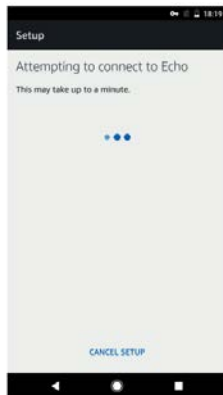


fig.10

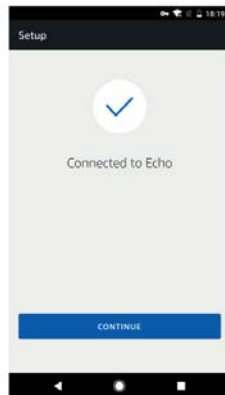


fig.11

- Select a Wi-Fi network to let Echo access the internet (fig. 12). Type in the Wi-Fi password and then tap 'CONNECT' (fig. 13). Echo may take several minutes to connect to the network (fig. 14).



fig.12

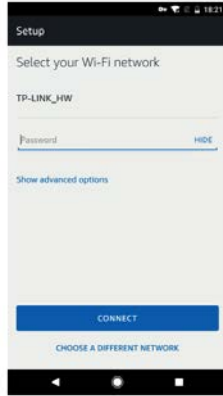


fig.13



fig.14

- Tap 'CONTINUE' when Echo is connected to the network (fig. 15). After an introduction video, tap 'CONTINUE' to finish the setup (fig. 16).



fig.15

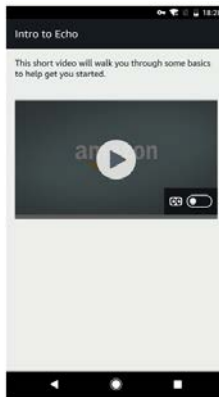


fig.16

## Ib. Link igenix app account to Alexa app

- Select the Menu option in the top left corner (fig. 17), and then search ‘Smart Life’ (fig. 18). Select ‘igenix’ and tap ‘ENABLE’ to enable the skill.

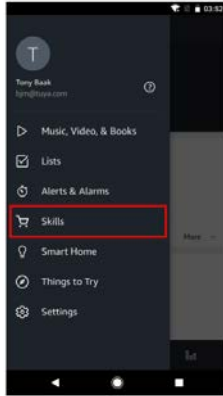


fig.17

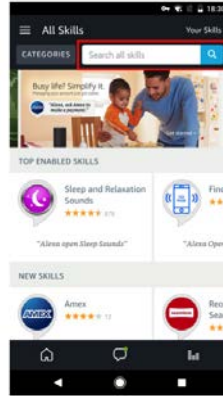


fig.18

- You will be redirected to the account link page.
- Type in your igenix account and password and then tap ‘Link Now’ to link your igenix account (fig. 19).

**Note: The country, the account and the password must match the exact content in step 1a.**

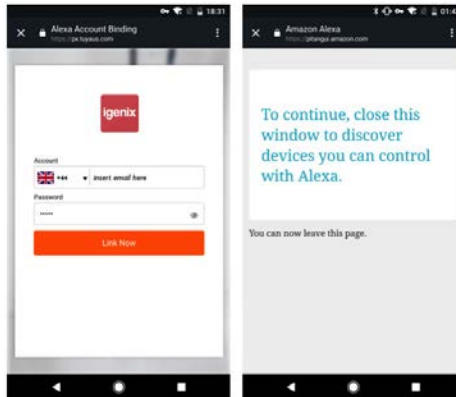


fig.19

## 2. Control your Panel Heater through Amazon Echo

### 2a. Discover your IG9520WIFI device

- Echo needs to discover your smart devices before it controls them.
- You can say ‘Alexa, discover devices’ to Echo. Then Echo will discover devices that have already been added in the igenix app.
- Alternatively you can select in the ‘Menu’ option ‘Smart Home’ (fig. 20), and then tap ‘DISCOVER’ to discover the smart devices (fig. 21). Discovered devices will be shown in the list (fig. 22).

**Note: Every time you change the device’s name in the igenix app, Echo must rediscover before you can control them.**

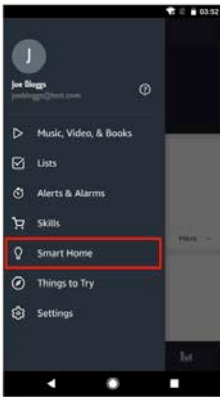


fig.20

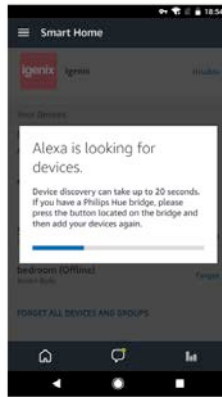


fig.21

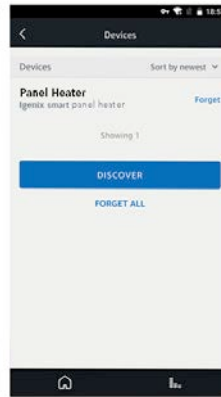
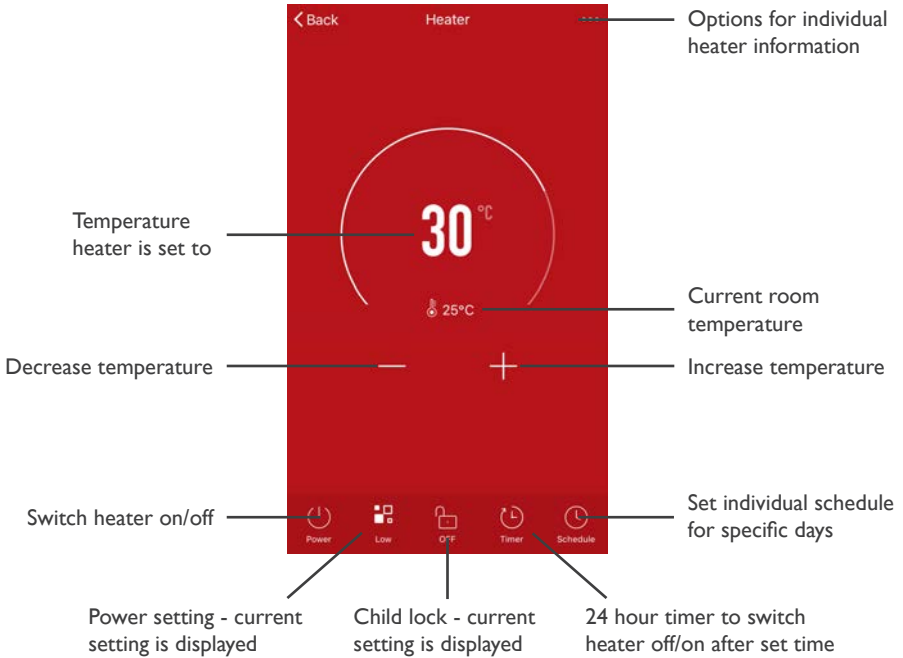


fig.22

### 2b. Control your Panel Heater by Voice Commands

- Now you can control your IG9520WIFI device through Echo. You can use the following commands to control your panel heater:
  - ‘Alexa, turn on panel heater’
  - ‘Alexa, set panel heater to 21 °C’
  - ‘Alexa, increase panel heater by 4 °C’
  - ‘Alexa, decrease panel heater by 4 °C’
  - ‘Alexa, set panel heater to 24 °C’
  - ‘Alexa, turn off panel heater’

### 3. Control your Panel Heater through the igenix app



**Note: It is only possible to set the schedule via the app. Daily schedule cannot be set via the control panel or remote.**

## CLEANING AND MAINTENANCE

- Before attempting any cleaning of the appliance, allow it to cool completely and ensure that the plug is removed from the power supply.
- To clean the appliance, use a soft damp cloth without any abrasives or detergents on.
- If the heater is not going to be used for a long period of time, store the heater in a dry place - it is recommended to store the heater in the original packaging.
- Storing the heater in a damp environment could cause the heater to rust and/or affect the electronics in the heater, which is not covered by the warranty.
- Do not allow any water to enter the heater.
- Do not allow dust to build up on any part of the heater - you can use a vacuum cleaner to remove dust from the grille.

### Storing the Heater

When the heater is not being used for long periods of time, it should be protected from dust and stored in a clean, dry place. The original packaging box can be saved and used to store the heater away.

## MAINS PLUG FUSE REPLACEMENT

### Fuse Replacement (Class I)

This appliance must be earthed. Remove the fuse cover with a small flat head screw driver. Take out the fuse and replace with a new fuse of the same Amp. Replace the fuse cover and push back into place.



## TROUBLESHOOTING GUIDE

If you experience difficulties with the appliance, please check the suggestions below before contacting customer services on 01473 271272:

Problem	Possible Cause	Possible Solution
The appliance does not work.	The appliance is not properly plugged into the wall socket.	Plug the appliance in firmly.
	The appliance is not switched on.	Make sure the appliance is switched on.
	There is no electricity running through the mains wall socket.	Check the fuse or breaker.
The room is too cold.	The power setting is too low.	Switch to a higher power setting.
	The temperature setting is too low.	Switch to a higher temperature setting.
	Draft from windows or door.	Block up any drafts with draft excluders.
The room is too hot.	The power setting is too high.	Switch to a lower power setting.
	The temperature setting is too high.	Switch to a lower temperature setting.
Error code 'E2' is shown on the display	Device programme error.	Turn off appliance, leave for several minutes then turn back on.

## DISPOSAL INFORMATION

The European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed of in normal unsorted municipal waste.



Old appliances must be collected separately in order to optimise the recovery and recycling of the materials they contain and reduce the impact on human health and the environment.

The crossed out “wheeled bin” symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.





## Igenix Warranty Terms & Conditions

This product is guaranteed for a period of 12 months as standard from the date of purchase against mechanical and electrical defects. You can extend your warranty for a further 12 months by registering your product.

Upon registration we will cover your product for a period of 24 months from the original purchase date against any mechanical or electrical defects.

To qualify for the warranty, the product must be used for domestic household use only and in accordance with the instructions in the user manual. Any misuse of the product will result in the warranty being void.

The warranty does not cover accidental damage, misuse, neglect, tampering or incorrect adjustment or installation.

The warranty will be rendered invalid if the product is resold, has had its serial number removed (or has an invalid serial number), or if an unauthorised person has carried out any repairs or alterations.

The warranty does not cover accessories or consumable parts that require replacement under normal use. This includes shelving, dials, filters, belts and trays etc.

In the unlikely event of a breakdown please refer to the Troubleshooting guide in your user manual and check all plugs, fuses and the electricity supply.

If you still require assistance please contact our Customer Service department on **01473 271 272** or write to us at the following address:

**Customer Service Department  
38 Bluestem Road, Ransomes Europark  
Ipswich, IP3 9RR**

Please quote the Product Code which begins 'IG' or 'DF' and the PO Number on the front of the manual, and give details of the exact fault. We will then decide whether to repair or replace the item.

Before we arrange the repair or replacement you will be required to return a copy of your proof of purchase. Please retain your original.

If an item is replaced within the agreed warranty period, the warranty for the replacement item will be calculated from the purchase date of the original.

In the event that the product is inspected and no fault is found or the product is not within the warranty period you will be charged for the repair and any carriage costs.



## **Thank you for choosing Igenix**

As a valued customer we would like to offer you a FREE 2 year warranty to cover your product against any electrical or mechanical defects.

This means that in the unlikely event you develop a fault or problem with your product we will happily repair or replace the item free of charge.

To qualify for the 2 year warranty you must register your product within 30 days of purchase. The full Terms & Conditions of our warranty policy are shown on the opposite page. They are also available on our website. **[www.igenix.co.uk](http://www.igenix.co.uk)**



38 Bluestem Road, Ransomes Europark, Ipswich, IP3 9RR

Tel. 01473 271 272

Disclaimer: igenix operate a policy of continual improvement and development.  
We therefore reserve the right to change/alter the specification and appearance of our appliances without prior notice.  
All diagrams and images shown in this manual are for illustration purposes only.