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INSTRUCTIONS

Compact Electronic Wall Heater VCG Series



WARNING



When using electrical appliances, basic precautions should always be taken to reduce the risk of fire, electrical shock and injury, including the following.

Read carefully these instructions before installation, operation of the heater. Failure to adhere to the instructions could result in fire, electric shock, serious personal injury, and death or property damage. Review frequently for continuing safe operation and advise future users, if necessary.

IMPORTANT INSTRUCTIONS

- 1- Read all instructions before installing or using this heater.
- 2- Do not paint the heater and do not alter the heater.
- 3- Do not install the heater on a wall covered with vinyl.
- 4- Do not use outdoors.
- 5- This heater may become hot when in use. To avoid burns, do not touch hot surfaces of the heater with bare skin. Keep all combustible materials at least 3 ft. (0.9 m) from the front of the heater and away from the side and top: furniture, pillows, bedding, paper, clothing, bath towel, bath robe, drapes, etc.
- 6- Heater should not be blocked in any way whatsoever. Do not use as a towel dryer.
- 7- Install heater in position as shown in the installation figures of these instructions.
- 8- Allow 6 in. (152 mm) minimum clearance below heater.
- 9- Allow 2 in. (51 mm) minimum clearance between sides of heater and any adjacent walls.
- 10- Keep a distance of 39 1/2 in. (1004 mm) minimum from a bathtub in accordance with local and national codes.

IMPORTANT INSTRUCTIONS (cont.)

- 11- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- 12- Use intended holes in enclosure to secure heater in place as specified in these instructions.
- 13- To avoid electric shock disconnect all power to heater at the main service panel before installation, wiring or servicing and replace front cover of heater before putting the power back.
- 14- Use copper supply wires only.
- 15- All wiring must be done in accordance with the national and local electrical codes and the heater must be grounded.
- 16- An incorrectly installed heater may be permanently damaged and present a risk of fire or electric shock. Required minimal clearances must be observed along with these instructions. Heater must be secure to the building's framing.
- 17- Do not install heater in vapor or shower bathrooms nor in places where it will be exposed to a high level of humidity or vapor for a long period.
- 18- Make sure applied voltage is suitable for rating of heater.
- 19- Do not insert or allow foreign objects to enter any ventilation opening as this may cause electric shock, short circuit, fire or damage to heater.
- 20- Do not block air inlet or outlet in any way whatsoever.
- 21- Use heater only as described in the OPERATING INSTRUCTIONS section of these instructions. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
- 22- Refer to the OPERATING INSTRUCTIONS OF THE THERMOSTAT section of these instructions for troubleshooting tips on this heater (model with built-in thermostat).
- 23- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable liquids are used or stored.
- 24- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
- 25- The thermostat should not be considered an infallible device in cases where maintaining a temperature is considered critical. Examples: Hazardous material storage, computer server room, etc. In these particular cases, it is imperative to add a monitoring system to avoid the consequences of a thermostat failure.
- 26- This heater contains a single operation thermal fuse that turns the heater out of service if an internal component is excessively hot.

SAVE THESE INSTRUCTIONS

OPERATING INSTRUCTIONS

- The heater must be properly installed before it is used.
- Turn the power on to an appropriate circuit breaker for the maximum power of the heater on the electrical panel, referring to the nameplate of the heater.

CONTROL:

Model with built-in thermostat:

Refer to the OPERATING INSTRUCTIONS OF THE THERMOSTAT section of these instructions

Model without built-in thermostat:

Maintains room temperature by a line-voltage wall thermostat approved for inductive loads (not supplied). A power of 750W or 1500W is available when installing the heater.

Note: A pulsing electronic thermostat must not be used with this model. Electronic thermostats must be in FAN mode.

MAINTENANCE INSTRUCTIONS

- Once every quarter, remove the front cover and use a vacuum cleaner to remove the dust accumulation inside the heater.
- Cleaning should be done while the heater is disconnected from the main service panel. Wait until the housing and heating element cool before performing maintenance.
- Replace the front cover before energizing.
- A qualified technician should perform any other servicing.

WARRANTY

Please refer to the specification sheet at www.globalcommander.ca.

INSTALLATION INSTRUCTIONS

RECESSED OR SURFACE MOUNTING STEPS

CAUTION:

High temperature, risk of fire, keep electrical cords, drapery, furnishings, and other combustibles at least 36 in. (915 mm) from the front of the heater and away from the sides and top.

WARNING:

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

1. Use the template provided with the heater.

a) Recess wall mounting

- Provide a minimum opening of 2 5/8 in. (67 mm) deep. HOLE MUST BE CUT PRECISELY.
- Use the template provided to cut the wall opening. The bottom of the unit must be at least 6 in. (152 mm) from the floor and 2 in. (51 mm) from the adjacent walls. Recommended installation height is 12 in. (305 mm) from the bottom of the unit for a better temperature regulation.

b) Surface wall mounting

- The bottom of the unit must be at least 6 in. (152 mm) from the floor and 2 in. (51 mm) from the adjacent walls. Recommended installation height is 12 in. (305 mm) from the bottom of the unit for a better temperature regulation.
- Locate positioning of the supply wire and make a 1 in. (25 mm) diameter hole. Firmly install the 3 screws supplied to the wall. DO NOT OVERTIGHT SINCE YOU WILL NEED TO SLIDE THE HEATER AT STEP 6.b).

2. Remove the front cover by unscrewing the screw in the air outlet (at the bottom) and by sliding the front cover upwards.

3. Disconnect the thermostat from the casing by pulling the white plastic connector (model with built-in thermostat) and put the front cover on a clean surface.

4. Remove the connection box cover. Remove the appropriate knock-out from the box for the electrical supply.

5. Wire the heater according to national and local codes and as per the wiring diagram below.

6. Installation:

a) Recessed wall mounting

Install the casing in the wall opening using the holes located on the edge on each side of the recess box.

b) Surface wall mounting

Align the oversized part of the holes with the screws already on the wall, then slide the heater downward. Make sure that the 3 screws are well supported at the top of the keyhole (small part). Once the heater in place, finish tightening the 3 screws.

7. Reconnect the thermostat to the casing by clipping both parts of the white plastic connector together. Replace the flat cable in the wire clip.

8. Put the connection box cover back.

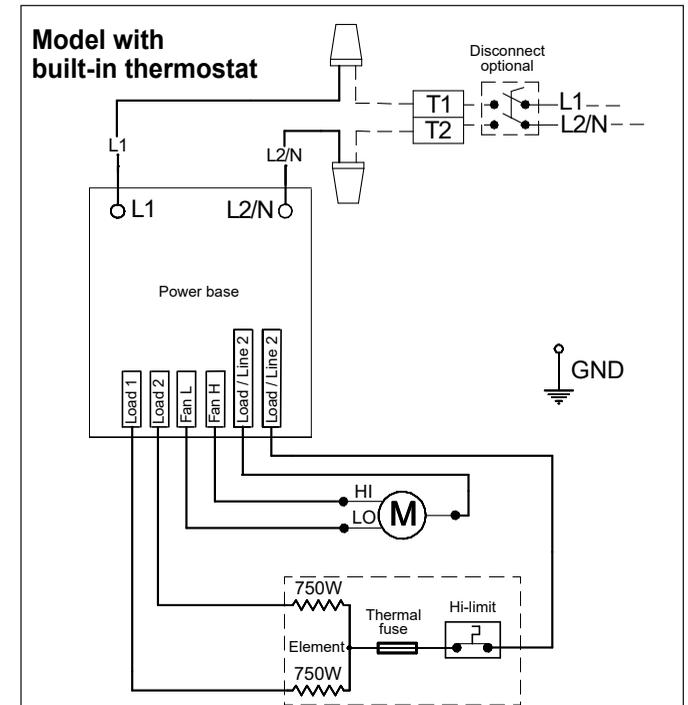
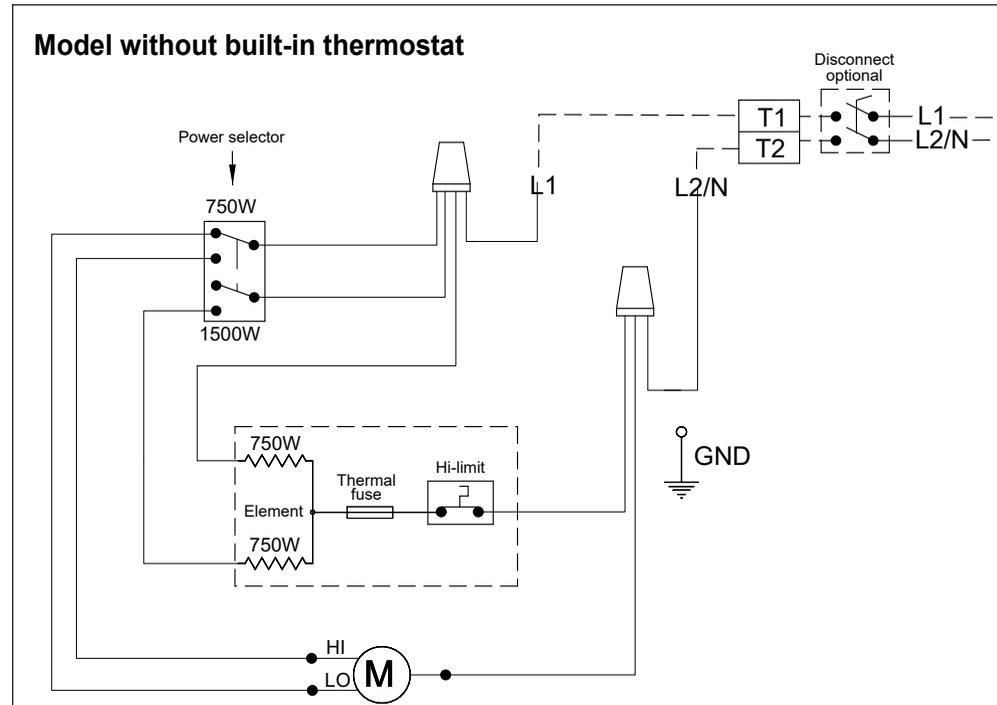
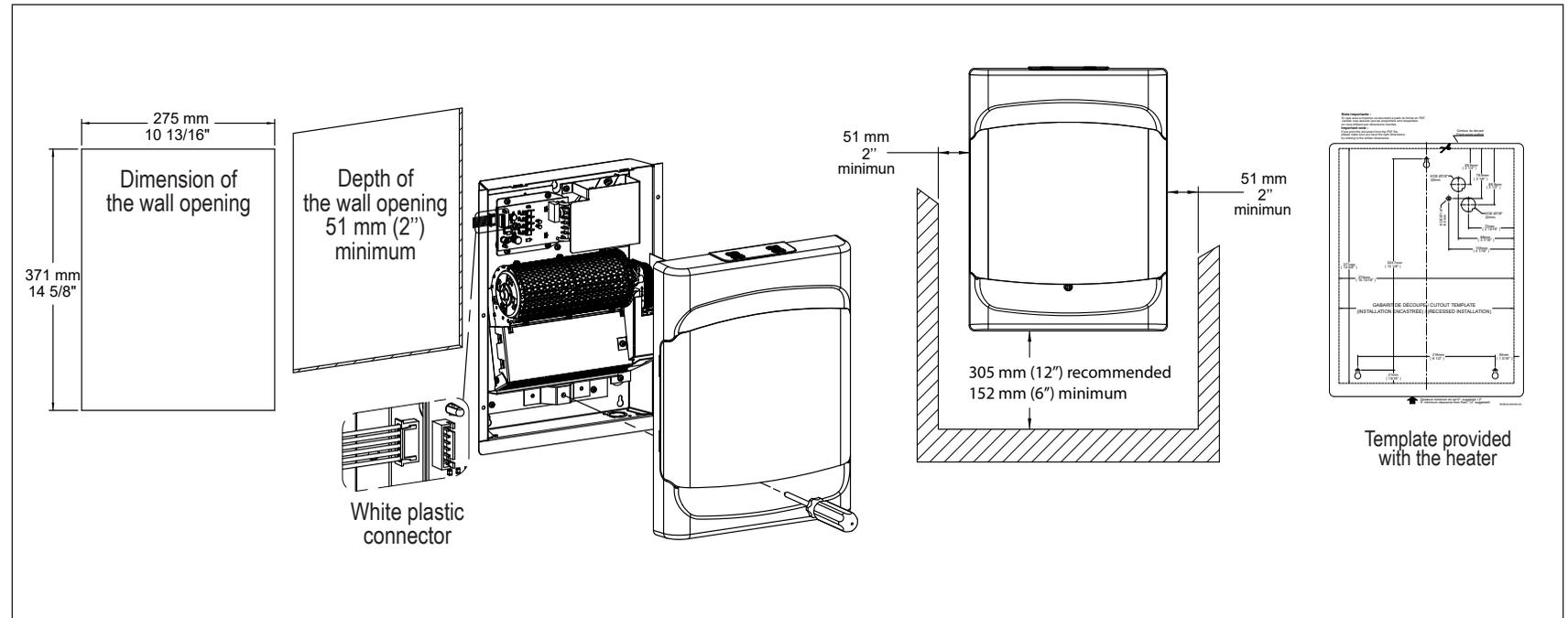
9. Reinstall the front cover by inserting the 2 tabs located at the top of the front cover into the 2 slots located at the top of the casing, then tighten the screw located in the air outlet. Important: make sure the front cover is properly seated and secure to the casing.

10. Test the heater.

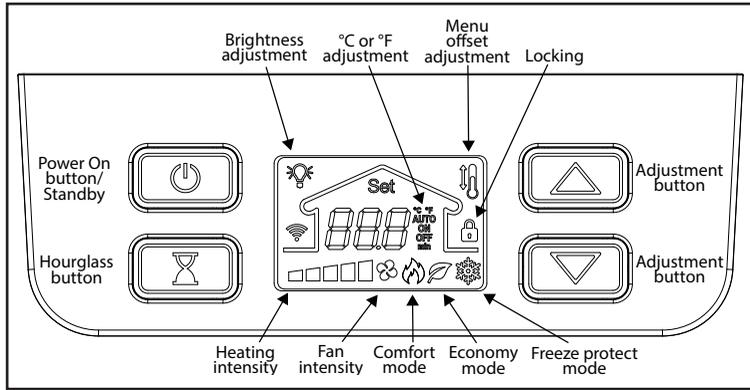
(The model with built-in thermostat starts with a calibration sequence).

a) Adjust heater thermostat at maximum setting. It is possible that a slight heating smell emerges from the openings, which is totally normal and will stop after a few minutes of operation.

b) Adjust thermostat at minimum setting.



OPERATING INSTRUCTIONS OF THE THERMOSTAT



Technical specifications

Voltage, frequency: 120/240-208V, 50/60 Hz
 Maximum load (resistive only): 12.5A
 Maximum load (inductive only): 0.38A
 Adjustment range: 5°C to 30°C (41°F to 86°F)
 Resolution: 0.5°C (1°F)

Operating mode

Comfort, economy, freeze protect, Boost.

Button color meaning

White: Comfort mode
 Yellow: Configuration menu
 Green: Economy mode
 Blue: Freeze protect mode
 Red: Thermostat in error
 Purple: Boost mode
 Cyan: Calibration

Features

- Calibration sequence
- Display in °C or °F.
- Button lock.
- Light of buttons and screen: ON or AUTO.
- Adjust the light brightness of the screen, scale from 1 to 5.
- Adjust ambient temperature offset.
- Setting the freeze protect mode 5°C to 10°C (41°F to 50°F) in the configuration menu.
- Setting the economy mode in the configuration menu.
- Return to the last mode in memory in case of a power outage.

Error codes

- E1:** Temperature probe disconnected.
- Red LED flashes:** Indicates a risk of overheating.
- E6:** Over temperature: Red LED flashed quickly. No heating when the device is over temperature.
- E9:** Calibration problem.

Default setup

Economy mode: Lowers the setpoint temperature by -3°C
 Freeze protect mode: Sets the temperature at 10°C (50°F)
 Comfort mode: Temperature set at 21°C (70°F)
 Light of the buttons and the screen: ON
 Screen brightness, set at 3

Navigation

Main Menu		
Increase the temperature	Press 1-second	Adjustment button ▲
Decrease the temperature	Press 1-second	Adjustment button ▼
Change mode	Press 1-second	Adjustment buttons ▲ ▼
Reset	Press 15-second	Adjustment buttons ▲ ▼
Activate Boost mode	Press 1-second	Hourglass button ⌚
Standby	Press 4-second	Power On button /Standby ⏻
Power on	Press 3-second	Power On button /Standby ⏻
Configuration Menu		
Enter menu	Press 3-second	Buttons ⏻+⌚
Change menu	Press 1-second	Buttons ⏻+⌚
Increase or change value	Press 1-second	Adjustment button ▲
Decrease or change value	Press 1-second	Adjustment button ▼
Exit menu	Press 3-second	Buttons ⏻+⌚

Operating modes

To change the operating mode, simultaneously press the 2 adjustment buttons ▲ and ▼ for 1 second.

The thermostat offers three operating modes. The icon of the operating mode in application appears in the lower right corner of the screen.

	Comfort mode (White): Preferred mode when heating is necessary. E.g.: You are at home and want heating suitable for your comfort. Adjustment between 10°C to 30°C (50°F to 86°F).
	Economy mode (Green): Mode to privilege in the moments requiring less heating. The set temperature is lowered according to the possible adjustment economy mode between -0.5°C and -5°C. E.g.: When you sleep or when you are not at home during the day, this mode saves energy during this time.
	Freeze protect mode (Blue): Mode to favor when very little heating is necessary. E.g.: You spend a week outside the house and heating of only 5°C to 10°C (41°F to 50°F) is sufficient during your absence.

Boost mode (Purple)

Suggested mode when a fast heating is needed in a room for example when a warm room is needed at the end of a shower.

To activate this mode, press the hourglass button ⌚ 1 second. The display will flash and will indicate the boost time. When the display is flashing, the number of minutes can increase by 5 minutes by pressing the hourglass button ⌚ again. When the display stop flashing, the number of minutes remaining is shown before the end of this mode.

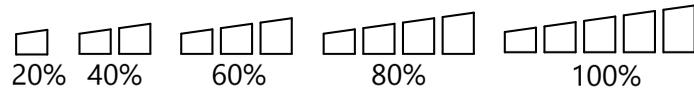
At any time, the boost time can be increased or decreased by 1 minute by pressing ▲ or ▼ or increase by 5 minutes by pressing the hourglass button ⌚.

The boost mode will stop when the boost time is up or by pressing the hourglass button ⌚ 3 seconds.

Temperature display

The thermostat displays the measured room temperature by default.

The heating intensity will be indicated by an intensity indicator.



The fan intensity will be indicated by a fan intensity indicator on the display.



To display the set temperature, press once for 1 second on one of the adjustment buttons ▲ or ▼. The set temperature appears for 5 seconds.

To change the set temperature, press once for 1 second on one of the adjustment button ▲ or ▼, when the set temperature is displayed, press the adjustment button repeatedly until the desired temperature is displayed.

Configuration menu

To configure the thermostat parameters, access the configuration menu by following the steps below:

- Press the buttons ⏻ and ⏸ simultaneously for 3 seconds until the display flashes and release. The buttons will be yellow.
- Use the adjustment buttons ▲ or ▼ to adjust the displayed parameter.
- To go to the next configuration; press the buttons ⏻ and ⏸ simultaneously and release immediately.
- In order to exit the configuration menu at any time and access the display, simultaneously press the buttons ⏻ and ⏸ for 3 seconds or wait 5 seconds and the thermostat will exit the menu.

Note: The thermostat will automatically record any changes.

Standby

The standby deactivates all the fonctions of the heater. It is suggested when heating is not needed for example, during the summer.

To put the heater on stanby, press the button ⏻ 4 seconds. During this sequence, the display will show a countdown from 4 seconds to 1. Then after, the display will show « OFF » before shutdown.

To power on the heater, press the button ⏻ 3 seconds. The unit will operate in the last operating mode stored in memory before the standby.

Configuration of parameters

The options will be presented in the following order:

	Temperature display °C or °F
	Economy mode (Green) The economy mode can be set between -0.5°C to -5°C. E.g.: By setting this parameter to -3°C, when this mode is selected the setpoint of the device will decrease by 3°C.
	Freeze protect mode (Blue) The freeze protect mode can be set between 5°C to 10°C (41°F to 50°F). E.g.: By setting this parameter to 7°C (45°F), when this mode is selected the setpoint of the device will be at 7°C (45°F).
	Ambient temperature offset The device's thermostat is calibrated in the laboratory to an accuracy of ± 0.5°. However, depending on the conditions in which it is installed, the actual ambient temperature in the room may be different from the one displayed. In order for the room temperature to be exactly as displayed, you must use the room temperature offset function.
	Locking This feature eliminates unwanted temperature adjustments and the use of different thermostat modes. Before activating it, make sure you have set your set temperature correctly.
	ON Light On at all times (buttons and screen)
	AUTO Light of buttons and the display turn Off 5 seconds after use.
	Brightness Light intensity of the screen on a scale of 1 to 5.

Calibration sequence / Power outage

When connecting or after a power outage, the heater will start with a calibration sequence. During the calibration, the display will show a countdown of 60 seconds, the 4 buttons will flash in cyan, and the display will show the letters “CAL” for calibration. The fan will be at full power during calibration and all buttons will be deactivated for user.

When the calibration time is up, the room temperature will be shown and the last mode in memory before the power outage will be activated.

If the calibration doesn't work, the error code E9 appears on the display. To remove the error code press the button ⏻ 3 seconds.

The heater will automatically restart the calibration sequence. If another error code appears on the display, contact technical support.