

### **User Manual of Product 1:**

Dreo Space Heaters for Indoor Use, Quiet&Fast; Portable Heater with Tip-Over and Overheat Protection, Remote, Oscillating, 12H Timer, LED Display with Touch Control, Electric Heater for Office Use

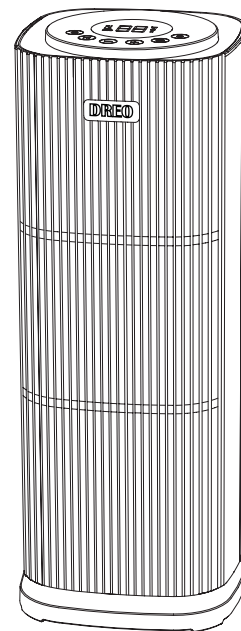
### **User Manual of Product 2:**

Dreo 1500W Space Heater, 70° Oscillating Electric Heater for Indoor Use, Digital Thermostat, 4 Modes, 12h Timer, Portable Personal Heater PTC Ceramic Heater Quick Safety Heating for Home Office

# DREO

## PTC Fan Heater

### User Guide



 [support@dreo.com](mailto:support@dreo.com)

**MANUFACTURER:**  
Shenzhen Hesung Innovation Technology Co., LTD

**MODEL: DR-HSH002**  
 [support@dreo.com](mailto:support@dreo.com)

# Thank You

## for Choosing Dreo !

*Your support means the world to us ,  
We hope you enjoy our space heater as much as we did creating it .*



Scan or visit [dreo.com/warranty](https://dreo.com/warranty)

to extend your warranty by registering your product. If you need any help, don't hesitate to email us to get expert support!



**Email: [support@dreo.com](mailto:support@dreo.com)**

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## 01

# IMPORTANT SAFETY INSTRUCTIONS

PTC Fan Heater

Thanks for choosing the Dreo PTC Fan Heater. Please read this User Guide thoroughly before use and retain it for future reference.

# IMPORTANT SAFETY INSTRUCTIONS

**READ AND FOLLOW ALL SAFETY INFORMATION AND INSTRUCTIONS. KEEP FOR FUTURE REFERENCE. FOR HOUSEHOLD USE ONLY**

**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:**

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.

- Do not use outdoors.
- This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
- To disconnect heater, turn controls to off, then remove plug from outlet.
- 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 the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- 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.
- 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.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- If there is a loose fit between the plug and the socket or the plug becomes very hot, the socket may need to be replaced. Check with a qualified electrician to replace the socket.

- It is normal for the plug and cord to feel warm to the touch. A plug or cord which becomes hot to the touch or becomes distorted in shape may be a result of a worn electrical outlet. Worn outlets or receptacles should be replaced prior to further use of the heater. Plugging the heater into a worn outlet / receptacle may result in overheating of the power cord or fire.
- The output of this heater may vary and its temperature may become hot enough to burn exposed skin. Use of this heater is not recommended for persons with a high sensitivity to heat or an inability to react to avoid burns.
- Ensure the heater is on a stable, secure surface to eliminate the potential of tipping it over.
- Make sure that no pieces of polystyrene or other packaging material have been left between elements of the appliance. It may be necessary to pass over the appliance with a vacuum cleaner.
- Do not attempt to modify or repair the product by yourself. Doing so could void the warranty and cause damage or personal injury. Only a repair technician may disassemble or repair this product.
- Choking hazard – This remote control unit contains a small battery. Keep the remote control away from children and do not swallow the battery. If the battery is swallowed seek medical advice at once.
- If the machine is not working as it should, has received a sharp blow, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact Customer Support.

- **NOTE:** There may be a trace of smoke or odor when the unit is first operated. This indicates that a drop of oil fell on the heating coil during the manufacturing process. It will quickly evaporate and should not re-occur.
- **IMPORTANT** - This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to rig this safety feature.

**DANGER - High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.**

## **READ AND SAVE THESE INSTRUCTIONS**

## 02

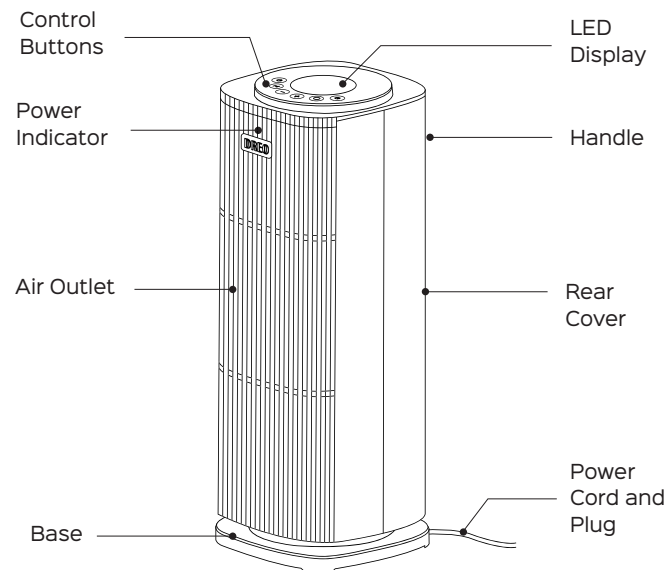
# USING YOUR HEATER

PTC Fan Heater

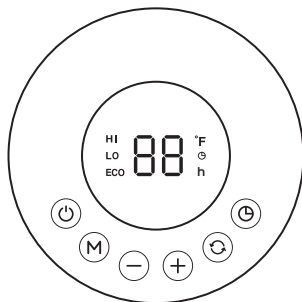
## Package Contents

- 1 x PTC Fan Heater
- 1 x Remote Control
- 1 x Thank You Card
- 1 x User Guide

## Product Diagram

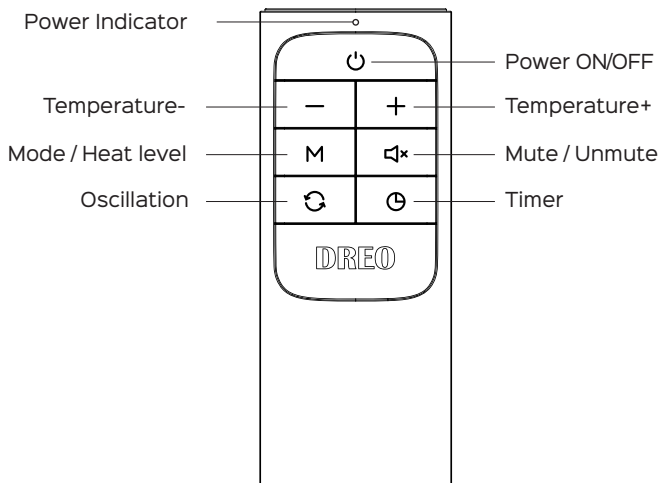


## Control Panel



## Remote Control

**Note:** All the functions can be achieved through the buttons on the remote control.



## Operations and Functions

Place the heater on a firm, level surface free from obstructions, and at least 3ft. (0.9m) away from any wall or combustible material. Plug into an appropriate voltage AC 120V outlet, The unit will enter standby mode with a beep and power indicator on red. Your heater is ready for use now.



### Power ON/OFF

- The RED indicator lights up when the heater is switched on.
- Press  on the heater / remote control once to turn the heater on with default settings: Power indicator on red, default temperature "95°F" & high heat level "HI" on LED display.
- Press  once again to turn the heater off. If the heater is operating, it will take 15 seconds for the heater to shut off, with the countdown time shown on the display.



### Mode / Heat Level Settings

- When the unit is on, repeatedly press  on the heater / remote control to cycle through High (HI) ->Low (LO) -> ECO -> High (HI) modes.

### ECO Mode

- When ECO mode is turned on, the heater will adjust the working mode (High or Low) automatically based on the ambient temperature.
- You can also adjust the set temperature by pressing  or .
- When the set temperature is reached, the heater will stop working.
- "ECO" will light up on the display when ECO Mode is selected.

### Mute / Unmute

- Hold  on the heater for 3 seconds, OR press the  button on the remote control to turn the buzzer on or off. The "HI", "LO" and "ECO" will flash once along with a beep sound if Mute/Unmute is enabled.





### Temperature Adjustment

- When the unit is on, press ⊕ or ⊖ on the heater / remote control to adjust the temperature from 41 to 95°F in 1°F increments.
- When the set temperature (T0) is reached, the heater will stop working. When the ambient temperature is lower than the set temperature, the heater will start working again.



### Oscillation Button

- When the unit is on, press ⊙ on the heater / remote control to start oscillating.
- To stop oscillating, press ⊙ again.



### Auto OFF Timer

- When the unit is on, press ⊙ on the heater / remote control to cycle through 00 → 01 → ... → 12 → 00 → 01 hour timer. When the time is up, the unit will automatically stop running.
- To cancel Timer setting, press and hold ⊙ on the heater for 3 seconds, or adjust the timer setting to 00, or turn the unit off.

### Auto LED Display OFF

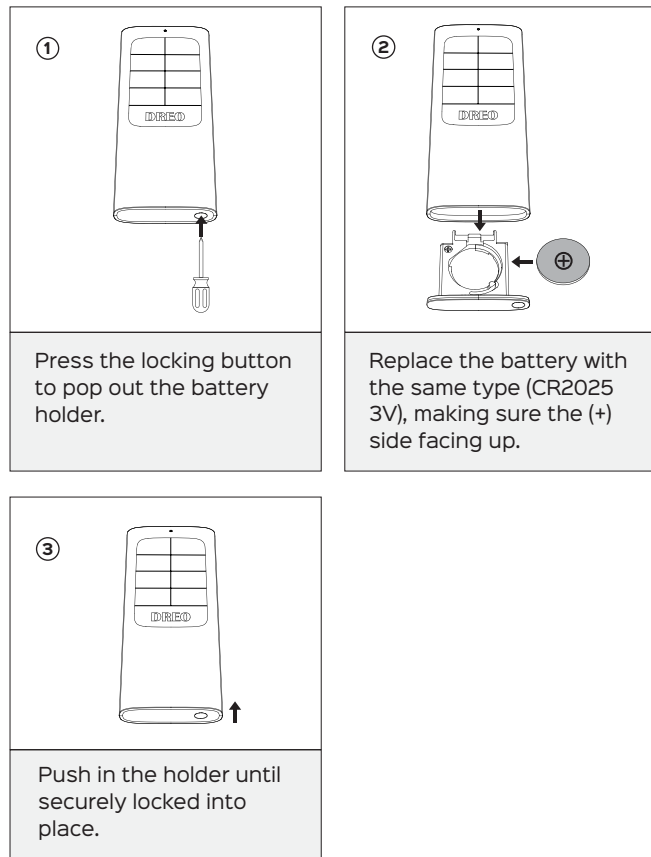
- If no operation is done within 1 min. after powered on, the display will turn off automatically (Only the power indicator light and working mode light will be on).
- To turn the display back on, press any button to wake it up.

## Other Features

|                              |                                                                                                                                                                              |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Memory Function</b>       | The heater is designed with power-off memory function. It will always remember your last settings (temperature, working mode, oscillation status) once you turn it on again. |
| <b>24-Hour Auto Shut Off</b> | When the heater has been working for 24 hours continuously without any other operation, it will shut off automatically.                                                      |
| <b>Tip-Over Protection</b>   | When the heater is tipped over, the heater will shut off automatically with malfunction code "P4" on LED display and beeps.                                                  |
|                              | Place the heater back on a flat, level and stable surface. Turn it on again.                                                                                                 |
| <b>Overheat Protection</b>   | When the ambient temperature is above 122°F, the heater will stop heating and the overheat alarm will be triggered with malfunction code "FF" on LED display and beeps.      |
|                              | Please unplug it from the power source and power it on again when the ambient temperature drops below 122°F.                                                                 |

## Replacement of Battery in Remote Control

Note: If the indicator on the remote control doesn't turn on any more, please consider replacing the battery.



### Caution:

**Chemical Burn and Choking Hazard. Keep batteries away from children.**

- This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Dispose of cells properly and keep away from children. Even used cells may cause injury.

## Specifications

|                        |                         |
|------------------------|-------------------------|
| Model                  | DR-HSH002               |
| Input                  | 120V~ 60Hz              |
| Rated Power            | 1500W (High) 900W (Low) |
| Remote Control Battery | CR2025, 3V              |

# CLEANING AND MAINTENANCE

---

PTC Fan Heater

## Cleaning and Maintenance

It is recommended that the heater be cleaned at least one time during the operating season and before off-season storage in order to provide the optimum level of performance.

**Always disconnect the appliance from the mains by switching it off and removing the plug from the power outlet before cleaning.**

- Turn the heater “OFF”, unplug it and wait for the heater to cool down.
- Use only a soft cloth to gently wipe the outer surfaces of the heater clean.
- Do not use any cleaning agents or detergents.
- Never immerse the heater in water and never allow water to drip into the motor housing. Be sure not to wet the heating element and the switches.
- For storage, you may leave the heater covered to protect it from dust. Store it in a cool, dry location and arrange the cable away from traffic areas so that it will not be tripped over or damaged.

### ! Caution:

- Do not allow water to run into the interior of the heater as this could result in a fire or electric shock hazard.
- Any other servicing should be performed by an authorized service representative.
- Except cleaning, any other servicing should be performed by an authorized service representative.
- Carefully fold the power supply cord and tie it up with a cord, then put the heater into the packing box. Keep it in a cabinet away from any hot or wet location.

# 04

## TROUBLESHOOTING

PTC Fan Heater

### Troubleshooting

The following troubleshooting guide addresses the most common problems. If problems persist, contact the Customer Support at [support@dreco.com](mailto:support@dreco.com).

| Problem                          | Possible Causes                                            | Solution                                                                                              |
|----------------------------------|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| Malfunction Codes on LED Display | E2 - Temperature sensor short circuit                      | Unplug it from the power source and contact Customer Support.                                         |
|                                  | E1 - Temperature sensor open circuit                       | Unplug it from the power source and contact Customer Support.                                         |
|                                  | FF - Overheat Protection (Ambient temperature above 122°F) | Unplug it from the power source and power it on again when the ambient temperature drops below 122°F. |
|                                  | P4 - Tip-Over Protection                                   | Place the heater back on a flat, level and stable surface.                                            |
| Heater does not start            | Power cord is not properly plugged in.                     | Connect the plug to a powered electrical outlet.                                                      |

|                                          |                                                              |                                                                                                                             |
|------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Heater does not start                    | Overheat Protection has been activated.                      | Turn the heater OFF, unplug it and allow it to cool.                                                                        |
|                                          |                                                              | Check and remove any objects on or adjacent to the heater.                                                                  |
|                                          |                                                              | Wait 5-10 minutes before plugging the unit back in.                                                                         |
|                                          | No power is passing through the unit.                        | Ensure that your circuit breaker or fuse is working properly.                                                               |
|                                          |                                                              | Ensure your heater is placed on a flat and even surface.                                                                    |
|                                          | The set temperature is lower than the ambient temperature.   | Make sure the thermostat is set at a higher temperature than the ambient temperature.                                       |
| The heater suddenly stops during heating | The temperature exceeds the threshold of the thermal cutoff. | Turn off the unit and unplug it from the power outlet. Allow it to cool, and then plug it into the electrical outlet again. |
|                                          | The heater is tipped over.                                   | Place it on a flat, level and stable surface.                                                                               |

## 05

# WARRANTY AND SERVICE

---

PTC Fan Heater

## Warranty and Service

### Default 12-Month Warranty

Thanks for choosing DREO heater. This product is covered with DREO product and labor warranty for 12 months from the date of its original purchase.

### Extend Your Warranty

Extend your warranty by registering your new product on our website **<https://dreo.com/warranty>**.

The warranty will not apply in cases of:

- Accident, misuse, or repairs performed by unauthorized personnel.
- Any unit that has been tampered with or used for commercial purposes.
- Normal wear and tear of wearable parts.
- Use of force, damage caused by external influences.
- Damage caused by non-observance of the User Guide, e.g. connection to an unsuitable mains supply or non-compliance with the instructions.
- Partially or completely dismantled appliances.
- Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts that have been performed by a repair person not authorized by DREO.

We can only provide after-sales service for products that are sold by DREO or DREO authorized retailers and distributors. If you have purchased your unit from a different place, please contact your seller for return and warranty issues.

## Customer Support

### We're Here to Help!

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team.

Your satisfaction is our goal!

**Email: [support@dreo.com](mailto:support@dreo.com)**

\* Please have your order confirmation number ready before contacting Customer Support.



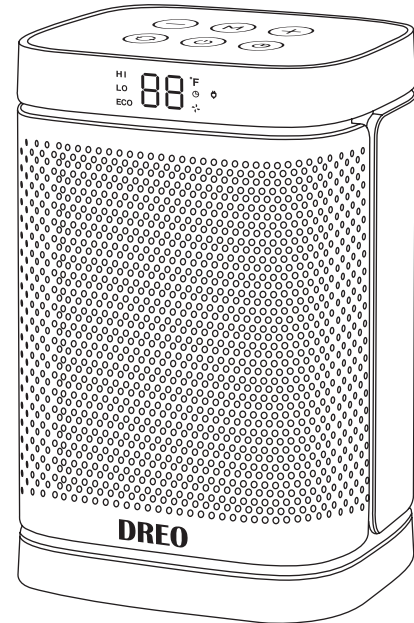
MADE IN CHINA



# DREO

## PTC Fan Heater

User Guide



 [support@dreo.com](mailto:support@dreo.com)

**MANUFACTURER:**  
Shenzhen Hesung Innovation Technology Co., LTD

**MODEL:** DR-HSH004M  
 [support@dreo.com](mailto:support@dreo.com)

# Thank You for Choosing Dreo !

*Your support means the world to us,  
We hope you enjoy our space heater as much as we did creating it .*



Scan or visit [dreo.com/warranty](https://dreo.com/warranty)

to extend your warranty by registering your product. If you need  
any help, don't hesitate to email us to get expert support!



Email: [support@dreo.com](mailto:support@dreo.com)



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## 01

# IMPORTANT SAFETY INSTRUCTIONS

Thank you for choosing Dreo PTC Fan Heater. Please read this User Guide thoroughly before use and keep it for future reference.

# IMPORTANT SAFETY INSTRUCTIONS

## FOR HOUSEHOLD USE ONLY

**WARNING** Read all safety instructions before using this heater. Use this heater only as described in this manual. Failure to follow all of the instructions listed below may result in electric shock, fire and/or serious personal injury.

## GENERAL SAFETY

1. Read all instructions before using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
3. Use the handle to move this heater.
4. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
5. 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 the heater.

6. The output of this heater may vary and its temperature may become hot enough to burn exposed skin. Use of this heater is not recommended for persons with a high sensitivity to heat or an inability to react to avoid burns.
7. Do not attempt to modify or repair the product by yourself. Doing so could void the warranty and cause damage or personal injury. Only a repair technician may disassemble or repair this product.
8. Make sure that no pieces of polystyrene or other packaging material have been left between elements of the appliance. It may be necessary to pass over the appliance with a vacuum cleaner.
9. If the machine is not working as it should, has received a sharp blow, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact Customer Support.
10. There may be a trace of smoke or odor when the unit is first operated. This indicates that a drop of oil fell on the heating coil during the manufacturing process. It will quickly evaporate and should not re-occur.

## LOCATION SAFETY

1. Do not use outdoors.
2. Ensure the heater is on a stable, secure surface to eliminate the potential of tipping it over.

3. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.
4. 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.
5. To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
6. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.

## ELECTRICITY SAFETY

1. Always unplug heater when not in use.
2. Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater, or return to authorized service facility for examination and/or repair.
3. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
4. To disconnect heater, turn controls to off, then remove plug from outlet.
5. Always plug heaters directly into a wall outlet/receptacle.

6. Never use with an extension cord or relocatable power tap (outlet/power strip).
7. If there is a loose fit between the plug and the socket or the plug becomes very hot, the socket may need to be replaced. Check with a qualified electrician to replace the socket.
8. It is normal for the plug and cord to feel warm to the touch.
9. A plug or cord which becomes hot to the touch or becomes distorted in shape may be a result of a worn electrical outlet. Worn outlets or receptacles should be replaced prior to further use of the heater. Plugging the heater into a worn outlet / receptacle may result in overheating of the power cord or fire.
10. This appliance has a polarized plug (one prong is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to rig this safety feature.

**DANGER - High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.**

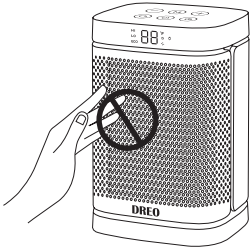
**READ AND SAVE  
THESE INSTRUCTIONS**

# Specifications

|             |            |
|-------------|------------|
| Model       | DR-HSH004M |
| Rated Power | 1500W      |
| Input       | 120V~ 60Hz |

## HOT SURFACE

THE FRONT SURFACE CAN BE  
VERY HOT DURING USE.  
DO NOT TOUCH WHEN IN USE.

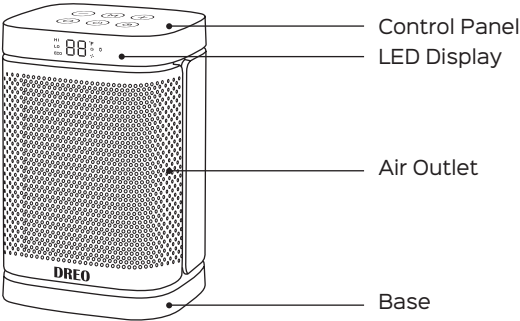


## 02

# KNOWING YOUR HEATER

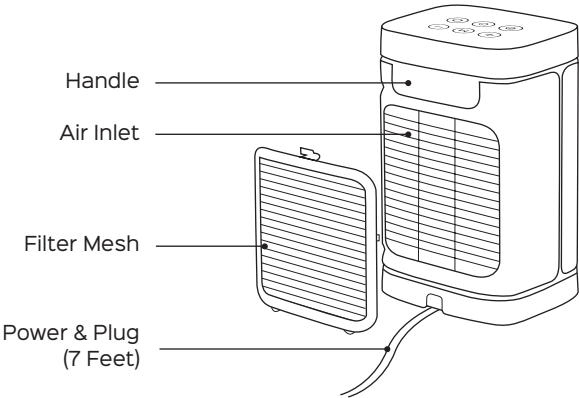
PTC Fan Heater

# Knowing Your Heater



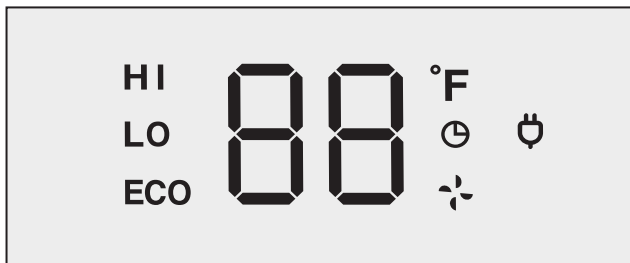
03

# USING YOUR HEATER



PTC Fan Heater

## LED Display

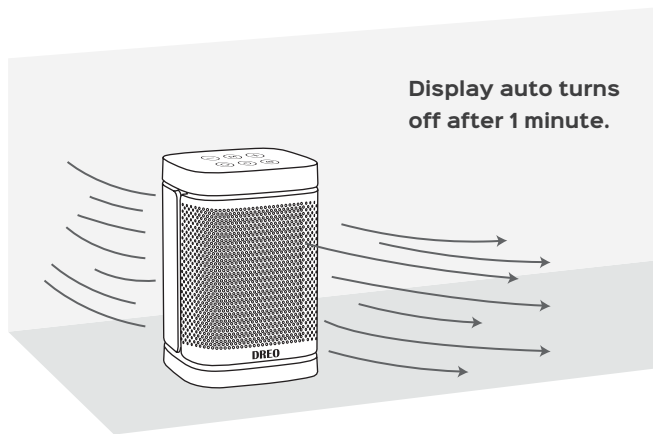


## Control Panel

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|  | <p><b>Power ON/OFF</b></p> <ul style="list-style-type: none"> <li>Press to turn on/off.</li> </ul> <p><u>Note:</u></p> <ul style="list-style-type: none"> <li>- There will be a 30-second countdown for powering off.</li> <li>- When the heater is powered on, the power indicator  will light in red.</li> </ul> |
|  | <p><b>Auto-Off Timer</b></p> <ul style="list-style-type: none"> <li>Press to set a timer (1-12h).</li> <li>Long press to cancel the timer.</li> </ul>                                                                                                                                                                                                                                               |

|                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                       | <p><b>Mode Settings</b></p> <ul style="list-style-type: none"> <li>Press to cycle through <b>HI</b> -&gt; <b>LO</b> -&gt; <b>ECO</b> -&gt; </li> </ul> <p><b>HI</b> High power mode.</p> <p><b>LO</b> Low power mode.</p> <p><b>ECO</b> The heater will adjust its working mode based on the ambient temperature.</p> <p> Fan mode.</p> <p><b>Mute/Unmute</b></p> <ul style="list-style-type: none"> <li>Long press to mute/unmute the heater.</li> </ul> |
| <br> | <p><b>Temperature +/-</b></p> <ul style="list-style-type: none"> <li>Press to adjust the set temperature (41-95°F).</li> </ul> <p><u>Note:</u></p> <ol style="list-style-type: none"> <li>1. When the ambient temperature reaches the set temperature, the heater will turn off automatically in 30 seconds.</li> <li>2. When the ambient temperature is lower than the set temperature, the heater will start running again.</li> </ol>                                                                                                                                                                                        |
|                                                                                       | <p><b>Oscillation</b></p> <ul style="list-style-type: none"> <li>Press to turn on/off oscillation.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## More Features



### Memory Function

The heater will remember its last settings (temperatures, working mode, oscillation status) once turned on again.

### 24-Hour Auto Off

When the heater has been running for 24 hours without any operation, it will shut off automatically.

### Tip-Over Protection

When the heater is tipped over, it will shut off automatically with the error code "P4" on the display.

### Overheat Protection

When the heater overheats, it will shut off automatically with the error code "FF" on the display.

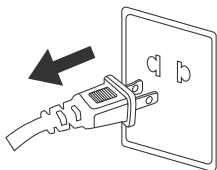
## 04

# CLEANING AND MAINTENANCE

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PTC Fan Heater

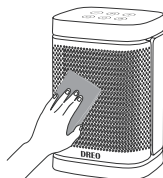
## Cleaning and Maintenance



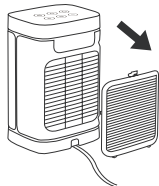
Always turn off and unplug before cleaning.

### Outer Surface

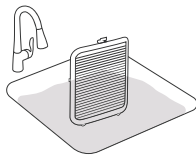
Use a soft, dry cloth to gently wipe clean the outer surface.



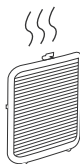
### Filter Mesh



1. Pull out the mesh from the back.

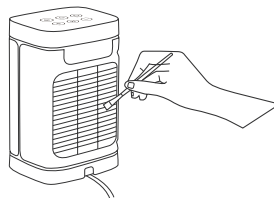


2. Rinse the mesh under running water.



3. Wait until dry.

**TIP:** For best performance, please clean the filter mesh every 2-4 weeks.



### Air Inlet

Use a soft, dry cloth or a cotton-tipped swab to remove any dust from the air inlet.

## ! ATTENTION



**DO NOT** unscrew the unit.



**DO NOT** use cleaning agents.



**DO NOT** use abrasive scrubbers.



Fire or electrical shock hazard. **DO NOT** immerse the main unit in water. **NEVER** allow water to get inside the heater.



Except for cleaning, any servicing should be performed by an authorized service representative.



Store in a cool, dry area and keep the cable out of high-traffic areas to avoid tripping hazards.



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## TROUBLESHOOTING

PTC Fan Heater

## Troubleshooting

| Problem                          | Possible Causes                         | Solution                                                      |
|----------------------------------|-----------------------------------------|---------------------------------------------------------------|
| Malfunction codes on LED display | E2 - Temperature sensor short circuit   | Unplug it from the power source and contact Customer Support. |
|                                  | E1 - Temperature sensor open circuit    | Unplug it from the power source and contact Customer Support. |
|                                  | FF - Overheat Protection                | Unplug and wait for it to cool down before plugging in again. |
|                                  | P4 - Tip-Over Protection                | Place the heater back on a flat, level and stable surface.    |
| Heater does not start            | Power cord is not properly plugged in.  | Connect the plug to a powered electrical outlet.              |
|                                  | Overheat protection has been activated. | Unplug and allow it to cool.                                  |
|                                  |                                         | Remove any objects on or near the heater.                     |

## Troubleshooting

|                                           |                                                              |                                                                                           |
|-------------------------------------------|--------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| Heater does not start                     | No power is passing through the unit.                        | Ensure that your circuit breaker or fuse is working properly.                             |
|                                           |                                                              | Ensure that your heater is placed on a flat and even surface.                             |
|                                           | The set temperature is lower than the ambient temperature.   | Ensure that the temperature is set to be higher than the ambient temperature.             |
| The heater suddenly stops during heating. | The temperature exceeds the threshold of the thermal cutoff. | Turn off and unplug the unit. Allow it to cool and plug into the electrical outlet again. |
|                                           | The heater is tipped over.                                   | Place it on a flat, level and stable surface.                                             |

If your problem is not listed or still persists, contact our Customer Support at **[support@dreo.com](mailto:support@dreo.com)**.

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## WARRANTY AND SERVICE

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PTC Fan Heater

# Warranty and Service

## Default 12-Month Warranty

Thank you for choosing DREO heater. This product is covered with Dreo product and labor warranty for 12 months from the date of its original purchase.

## Extend Your Warranty

Extend your warranty by registering your new product on our website **<https://dreo.com/warranty>**.

## The warranty will not apply in cases of:

1. Accident, misuse, or repairs performed by unauthorized personnel.
2. Any unit that has been tampered with or used for commercial purposes.
3. Normal wear and tear of wearable parts.
4. Use of force, damage caused by external influences.
5. Damage caused by non-observance of the User Guide, e.g. connection to an unsuitable mains supply or noncompliance with the instructions.
6. Partially or completely dismantled appliances.
7. Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts that have been performed by a repair person not authorized by DREO.

We can only provide after-sales service for products that are sold by DREO or DREO authorized retailers and distributors. If you have purchased your unit from a different place, please contact your seller for return and warranty issues.

## Customer Support

### We're Here to Help!

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team.

Your satisfaction is our goal!

**Email: [support@dreo.com](mailto:support@dreo.com)**

\* Please have your order confirmation number ready before contacting Customer Support.



MADE IN CHINA

