User Manual of Product 1:

Dreo Space Heater, 2022 Upgraded for Bathroom and Indoor, Portable 1500W Ceramic Electric Heater, 40-95°F Digital Thermostat, 70°Oscillating, 5 Modes, Remote, 12h Timer, with ALCI Safety Plug

User Manual of Product 2:

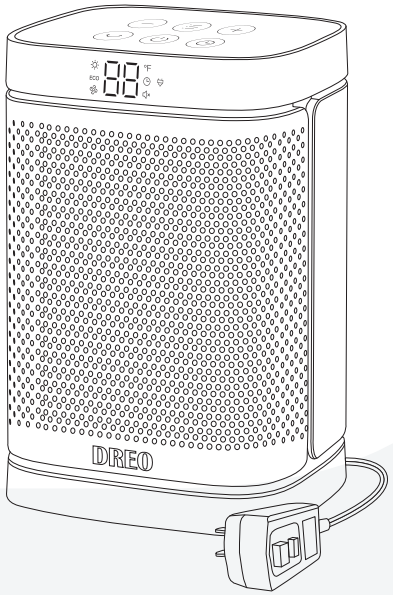
Dreo Space Heater, 24" 11ft/s Fast Quiet Heating Portable Electric Heater with Remote, 3 Modes, Overheating & Tip-Over Protection, Oscillating Ceramic Heater for Bedroom, Office, and Indoor Use, Black

DREO

PTC FAN HEATER WITH ALCI SAFETY PLUG

USER MANUAL

www.dreo.com



DR-HSH004A

Looking for help?

Contact us to get expert support.

support@dreo.com (888) 520-3736 www.dreo.com

Mon - Fri, 9:00 am-5:00 pm PST/PDT

Thanks for Choosing DREO!

Your support means the world to us. We hope you enjoy our product as much as we did creating it.

EXTEND YOUR WARRANTY FOR FREE

Scan or visit dreo.com/warranty
to extend your warranty for free by registering your product. If you have any product issues, we always stand ready to help.

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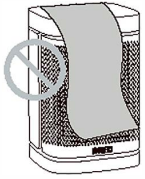
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IMPORTANT SAFETY INSTRUCTIONS

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:



Do not cover the air inlet and outlet while in operation.



Do not use the fan heater near flammables and combustibles.

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. Never locate heater where it may fall into a bathtub or other water container.

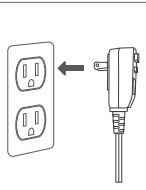
ELECTRICITY SAFETY

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.

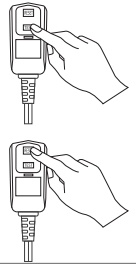
11. This product employs an ALCI. If the ALCI is de-activated this indicates an arcing fault, unplug and check the supply cord and product. If no damage is visible, reset the device by pressing the reset button. If the ALCI de-activates again, a hazardous condition may be present and the product should be discarded or returned to an authorized service facility for examination and/or repair.

12. This appliance is provided with a protective device that may make the appliance inoperable under some abnormal conditions. If the appliance becomes inoperable, discard the appliance or return the appliance to a service center for examination and repair.

ALCI (Appliance Leakage Current Interrupter) SAFETY DEVICE:



Plug in, press TEST, then press RESET.



This device provides protection against electric shock due to ground fault currents by automatically shutting off the power.

To test the operation of the ALCI Safety Device, switch the heater **ON.** Press the **TEST** button on the ALCI device attached to the plug end of the line cord. The heater and fan should stop operating and the Power light should be extinguished. Press the **RESET** button on the ALCI device to resume normal operation of the heater. This devise should not be used on **ON/OFF** operation switch.

Risk of fire. Do not replace attachment plug. Contains a safety device (ALCI) that should not be removed. Discard product if the attachment plug is damaged.

CAUTION: ALTHOUGH THIS DEVICE IS PROVIDED WITH PROTECTION WHICH REDUCES THE RISK OF ELECTRIC SHOCK, THIS PRODUCT SHOULD NEVER BE USED NEAR WATER.

CAUTION: TO PREVENT ELECTRIC SHOCK, MATCH WIDE BLADE OF PLUG TO WIDE SLOT, FULLY INSERT.

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

FOR HOUSEHOLD USE ONLY

READ AND SAVE THESE INSTRUCTIONS

Gentle Reminder:

Check the appliance regularly and refer to TROUBLESHOOTING or contact our customer support if it shows any of the following signs:

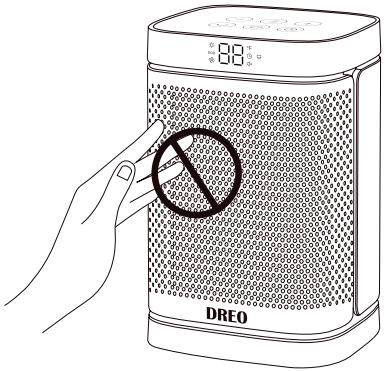
- Power cord or plug is damaged.
- Loud noise, unusual smell or excessive heat.

Specifications

Model	DR-HSH004A
Rated Power	1500W
Input	120V~ 60Hz
Remote Control Battery	CR2025, 3V

HOT SURFACE

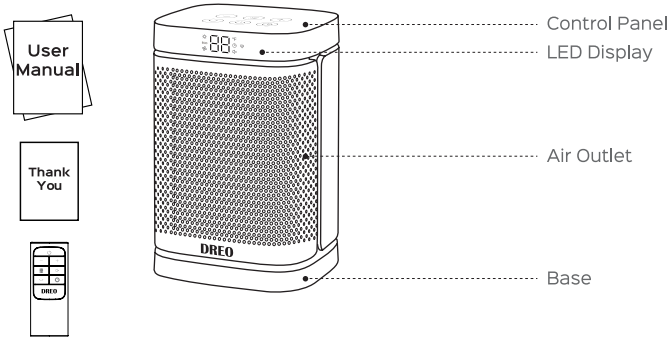
THE FRONT SURFACE CAN BE VERY HOT DURING USE.DO NOT TOUCH WHEN IN USE.



KNOWING YOUR HEATER

2

Package Contents



USING YOUR HEATER

3

Control Panel

Power On/Off

Touch to turn the heater on or off.

Note:
- When the heater is plugged into the electric outlet, the power indicator will light in red.
- Once turned off, a 30-second countdown will show up on the display as the fan will continue to run for 30 seconds to blow out the remaining heat.

Mode Settings

Touch to cycle through -> ECO -> .

Power Heat with three heating levels: **H1**(900W), **H2**(1000W), **H3**(1500W).

ECO The heater will automatically select its optimal heating power, depending on the difference between the set temperature (41-95 °F) and ambient temperature.

Note:
- When the ambient temperature reaches the set temperature, the heater will turn off automatically in 30 seconds.
- When the ambient temperature drops below the set temperature, the heater will operate on medium or high power (1000W or 1500W), depending on the difference between the two temperatures.

Fan only.

Mute/Unmute

To turn on/off the button sounds, long press the Mode button on the panel, or short press the Mute button on the remote.

Auto-Off Timer

· When the heater is on, touch to set a timer (0-12h). After the timer ends, the heater will turn off automatically.
· To cancel, set the timer to 0 hour.

Heat Level / Temperature

· In Power Heat mode, touch ⊕ or ⊖ to adjust the heating level.

· In ECO mode, touch ⊕ or ⊖ to adjust the set temperature.

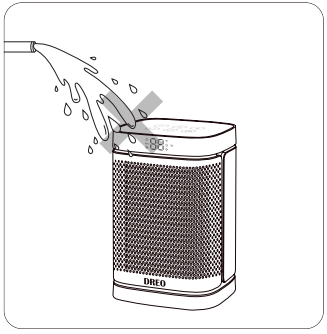
Note:
In ECO mode, the heater will turn off automatically when the set temperature has been reached. If your heater turns off frequently, please raise the set temperature, or switch to Power Heat mode.

Oscillation

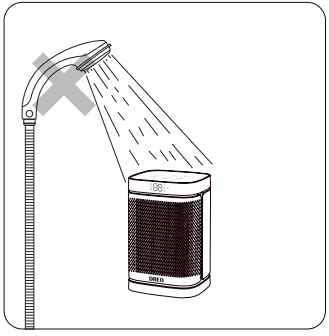
Touch to turn on or off oscillation.

Safety Tips Before Use

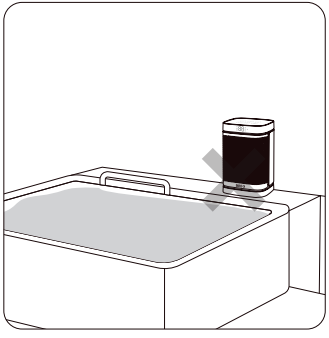
1. This heater can't handle dense fluid water. Do not splash water on the heater.



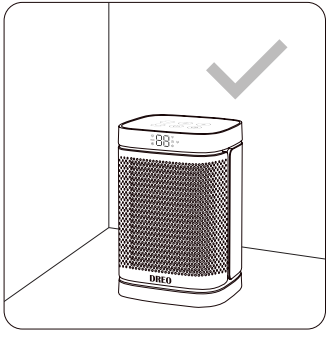
2. Place the heater as far as possible from water source like bathtub, shower, and sink.



3. Never place the heater in a position where it may fall into water.



4. Keep the heater on the ground and away from water source.



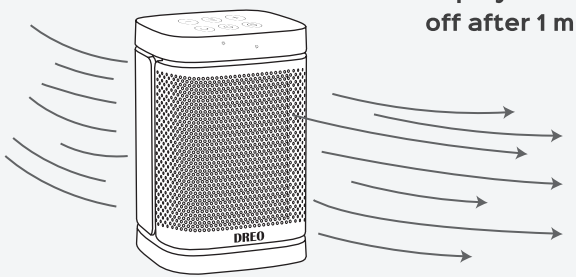
LED Display



Power Heat	ECO Mode	Fan Only	Timer
Mute	Heat Level / Timer Hour / Set Temperature		Plugged In

More Features

Display auto turns off after 1 minute.



Memory Function

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

24-Hour Auto Off

When the heater has been running continuously for 24 hours, it will shut off automatically for safety reasons.

To turn this feature OFF/ON, long press the Timer button for 3 seconds when the heater is off; the display will show "OF" and "ON" respectively.

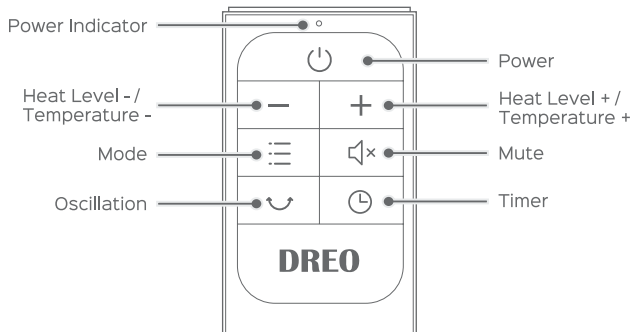
Tip-Over Protection

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

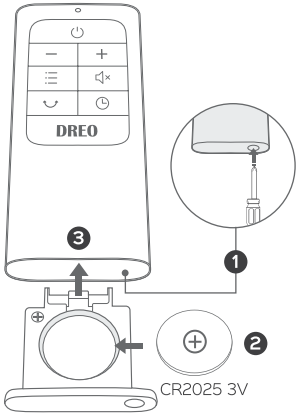
Overheat Protection

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

Remote Control



Battery Replacement



1. Press the locking button to pop out the battery holder.
2. Replace with the same battery type with the (+) side facing up.
3. Push in the holder until securely locked into place.

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

WARNING
Chemical Burn Hazard. Keep batteries away from children.

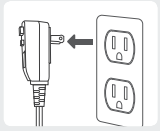
This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the battery, 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.

The batteries must be disposed of properly, including keeping them away from children. Even used cells may cause injury.

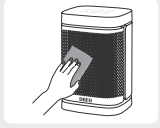
CLEANING AND MAINTENANCE

4

Cleaning and Maintenance

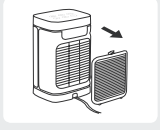


Always turn off and unplug before cleaning.



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

Dust Filter



1. Pull out the filter from the back.



2. Rinse the filter under running water.



3. Wait until dry.

TIP: For best performance, please clean the filter 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.	

TROUBLESHOOTING 5

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.

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.
	In ECO mode, the heater will turn off automatically when the set temperature has been reached.	This is normal. If your heater turns off frequently, please raise the set temperature, or switch to Power Heat mode.

If your problem is not listed or still persists, contact our Customer Support (see page 16).

DREO CUSTOMER CARE

Default 12-Month Warranty

This appliance is covered by Dreo warranty for 12 months from the date of its original purchase.

Extend Your Warranty

Extend your warranty by registering your new appliance 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 Manual, 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 perform ed 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 the appliance from a different place, please contact your seller for return and warranty issues.

We're Here to Help!

(888) 520-3736 support@dreo.com www.dreo.com
Mon - Fri, 9:00 am-5:00 pm PST/PDT

Shenzhen Hesung Innovation Technology Co., LTD
26F, Bldg A7, Creative City, Shenzhen, China

MADE IN CHINA

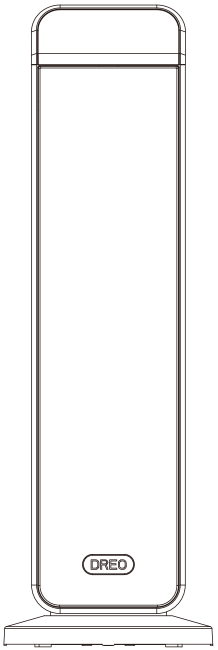
Intertek 5020677

Rev_1.0_EN

DREO

PTC Fan Heater

User Guide



support@dreo.com

MANUFACTURER:
Shenzhen Hesung Innovation Technology Co., LTD

MODEL: DR-HSH001

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

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

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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).
- A loose fitting outlet can cause the plug to overheat or cause a fire. Be sure plug fits tight in the outlet.
- 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

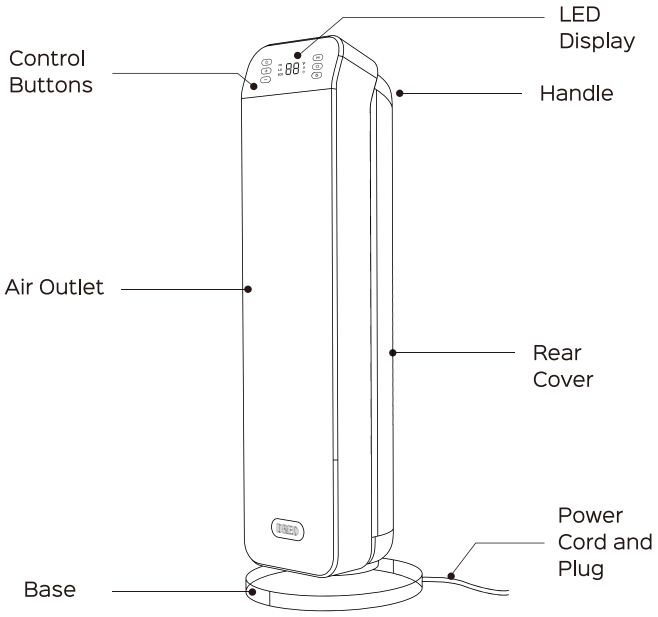
USING YOUR HEATER

PTC Fan Heater

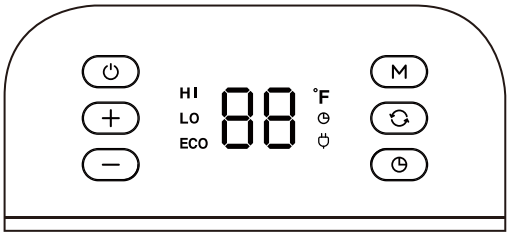
Package Contents

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

Product Diagram

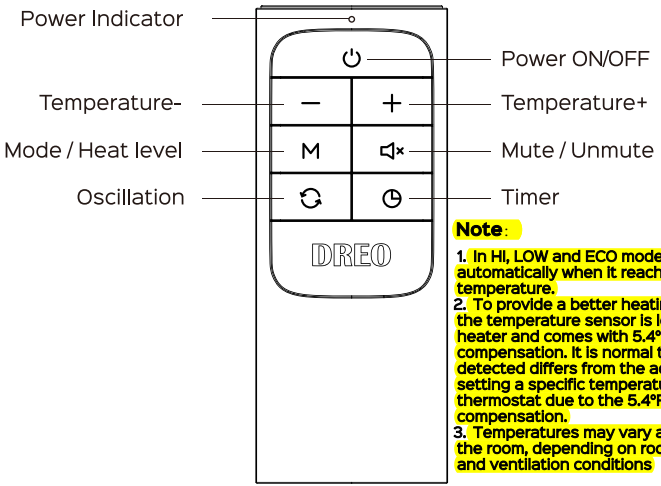


Control Panel



Remote Control

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



Note:

1. In HI, LOW and ECO modes, the heater will shut off automatically when it reaches the thermostat temperature.
2. To provide a better heating effect for the room, the temperature sensor is located at the back of the heater and comes with 5.4°F temperature compensation. It is normal that the temperature detected differs from the actual temperature. When setting a specific temperature, please lower the thermostat due to the 5.4°F temperature compensation.
3. Temperatures may vary at different locations of the room, depending on room sizes, heat insulation, and ventilation conditions

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 Power 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 M 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 M 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

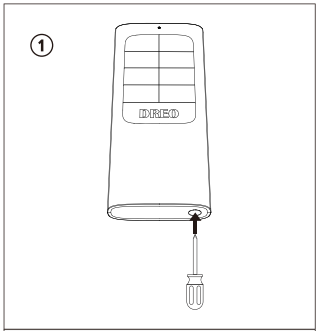
- If no operation is done within 1 min. after powered on, the display will turn off automatically (Only the power indicator light and working mode light will be on).
- To turn the display back on, press any button to wake it up.

Other Features

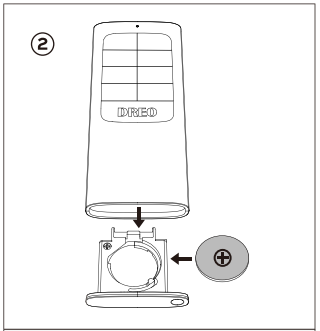
Memory Function	The heater is designed with power-off memory function. It will always remember your last settings (temperature, working mode, oscillation status) once you turn it on again.
24-Hour Auto Shut Off	When the heater has been working for 24 hours continuously without any other operation, it will shut off automatically.
Tip-Over Protection	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.
Overheat Protection	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

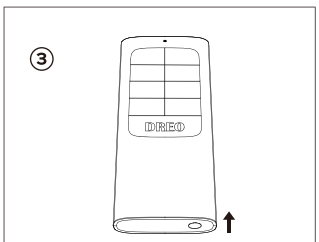
Note: If the indicator on the remote control doesn't turn on any more, please consider replacing the battery.



Press the locking button to pop out the battery holder.



Replace the battery with the same type (CR2025 3V), making sure the (+) side facing up.



Push in the holder until securely locked into place.

⚠ 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-HSH001
Input	120V~ 60Hz
Rated Power	1500W (High) 900W (Low)
Remote Control Battery	CR2025, 3V

03

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@dreo.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

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

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