



## Product instruction manual

NCA1-4.3-BLACK

NCA1-4.3-WHITE



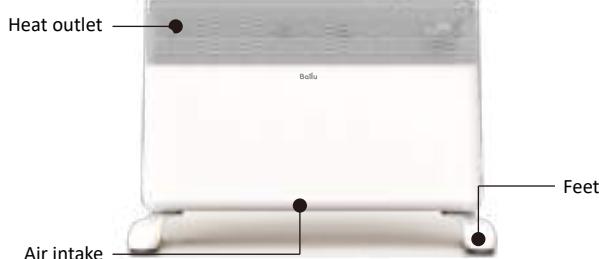
For the correct usage of the product, read the user manual carefully and keep it nearby.

<https://ballu.world/>

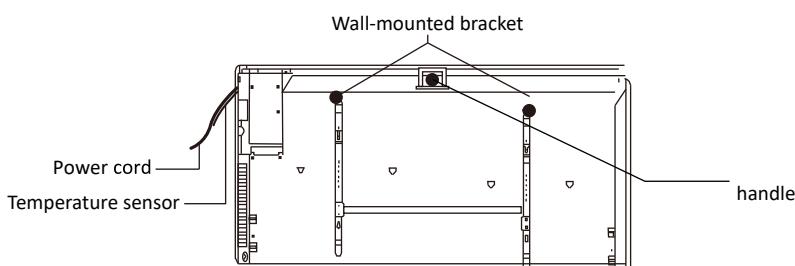
# COMPONENTS

## Name of components and parts

### Converter heater



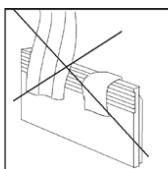
### Back



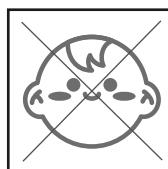
\*The wall bracket is already installed. You can pull out and detach the bracket by pressing on the protruding part above the bracket



Do not use in wet environments, and not touch the product case, power cord, plug, etc. with wet hands!



Do not place or cover items or clothing on top of the product!



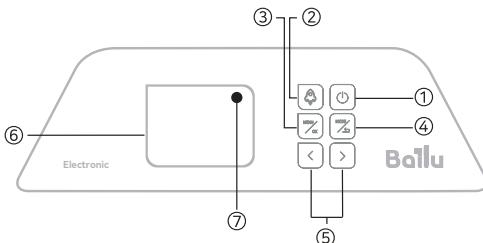
Do not let children to touch or trip over the product!



Please keep a distance of more than 1 meter from easy flammable objects.

# OPERATING YOUR HEATER

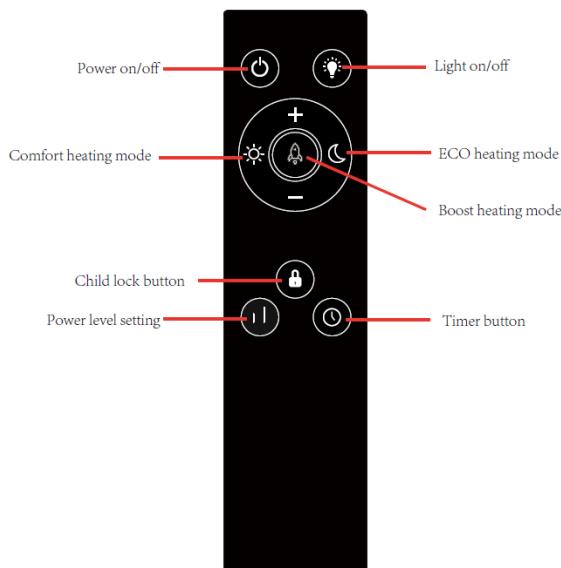
## Control Panel



- ① Power button
- ② Boost mode
- ③ Menu and selection buttons
- ④ Mode switch and back button
- ⑤ Temperature control and screen movement button
- ⑥ Display screen
- ⑦ Power Indicator light

## Screen indication

- Yellow light – Comfort mode(50-86°F/10-30°C)
- Green light – Eco mode(50-86°F/10-30°C)
- Red light – Boost mode(86°F/30°C)
- Indication of heating power levels
- Control lock indication
- Indication of "Timer Off" function (to turn off)
- Display target temperature



MODEL: EF4.3-US01

BATTERY: AAA

# OPERATING YOUR HEATER

## Main function



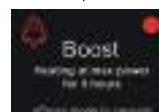
### Mode & back button

1. Click to switch between 2 different modes
2. Comfort mode range from 50 to 86°F(10-30°C), the default value is 86°F (30°C),
3. ECO mode range from 50 to 86°F (10-30°C), the default value is 77°F (25°C),
4. The temperature values you set in different modes will be automatically saved.
5. Even at the same temperature setting, ECO mode will save about 2°F(1°C) of energy than Comfort mode



### Boost mode button

1. Click the button to enter Boost mode.
2. Boost mode will reset the timer and power settings and will disregard the temperature settings. It will heat at full power of 1500w for 3 hours and will automatically switch to comfort mode after expiration.
3. In Boost mode the operation of setting temperature timer, power level and mode will cancel Boost mode.
4. Click the button again during the 3-hour period in boost mode will refresh the 3-hour timer



### Menu & select button

1. Click to enter the menu, you can choose the "Wifi reconnect (reset network)", "Power Mode(750W/1500W)", "Timer(0-24hour)", "Settings(°F/°C)", "Brightness(50%/100)", "Sound(ON/OFF)" by Move button.
2. Scan the QR code to download the app, connect your phone to Wi-Fi and turn on Bluetooth, then click on the "+" icon in the top right corner of the app to connect to the heater.



### On/off button

Click to turn the product on or off. Turn off the product to enter standby mode.



### Move button

Click to increase or decrease the temperature setpoint.



Or move the menu screen

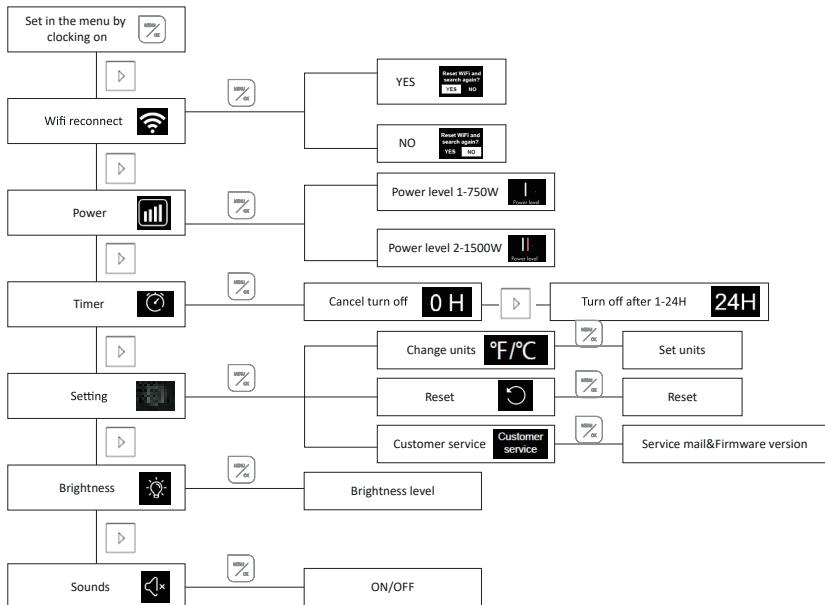


Child lock function:

1. Press "<" and ">" simultaneously for 3 seconds to activate the lock function.
2. When the lock function is on, press the "<" and ">" buttons simultaneously for 3 seconds to turn off the lock function
3. The lock function can also be turned on and off in standby mode.

# OPERATING YOUR HEATER

## SETTINGS MENU DIAGRAM



## Wifi settings

Press the menu button and select "Wifi reconnect" to reconnect the appliance.



## Power settings

Press the menu button and select "Power" to adjust the level1(750W)/level2(1500W).



## Timer settings

Press the menu button and select "Timer" to select the countdown time to turn off. 0 H cancel turn off.



# OPERATING YOUR HEATER

## Temperature Unit setting

Press the menu button and select "Settings" –"Change units" to the select the unit.



## Reset program

Press the menu button and select "Settings" –"Reset" to achieve.



## Brightness setting

Press the menu button and select "Settings", select "Display", select "Brightness", you can choose the brightness level



## Sound settings

Press the menu button and select "Settings", select "Sound", you can choose to switch the sound on and off



## Customer service

Press the menu button and select "Settings" –"Customer service" to check service mail address and firmware version.



# OPERATING YOUR HEATER

## Other function

<b>Overheat protection</b>	For safety in use, the heater will stop heating when the ambient temperature is above 275°F. If the product triggers overheating protection, Please contact us at BalluCustomerService@gmail.com for the solution.
<b>Tip-over protection</b>	When the heater is moved or knocked over, it will power off and stop all funtions. Dismiss Tip-over and Motion Protection: Place the heater on a flat level, and sturdy surface, and while keeping it upright, try using it again.
<b>Memory Function</b>	This heater will memorize the previous settings (power level, mode, temperature value) when it is powered off. The settings will be active again when this heater is turned on.
<b>Thermostatic function</b>	When the room temperature reaches the target temperature, it will automatically shuts off or reduces power to save energy. Subsequently, it will automatically restart the heating when the room temperature falls below the target temperature.

# WIFI CONTROL

## 1. Download the app

Search for Smart Life in Apple's App Store and other major app stores or scan the following QR code to download the Smart Life app.



## 2. Register an account

According to the reminder to register an account with an email address or mobile phone number

## 3. Add a device

1. Tap Add Device or the plus icon (+) in the top right corner on the Home page to go to the device adding page. On the Add Device tab that appears, devices can be automatically found or manually added. The app must be granted 2.4 GHz Wi-Fi and Bluetooth permissions.



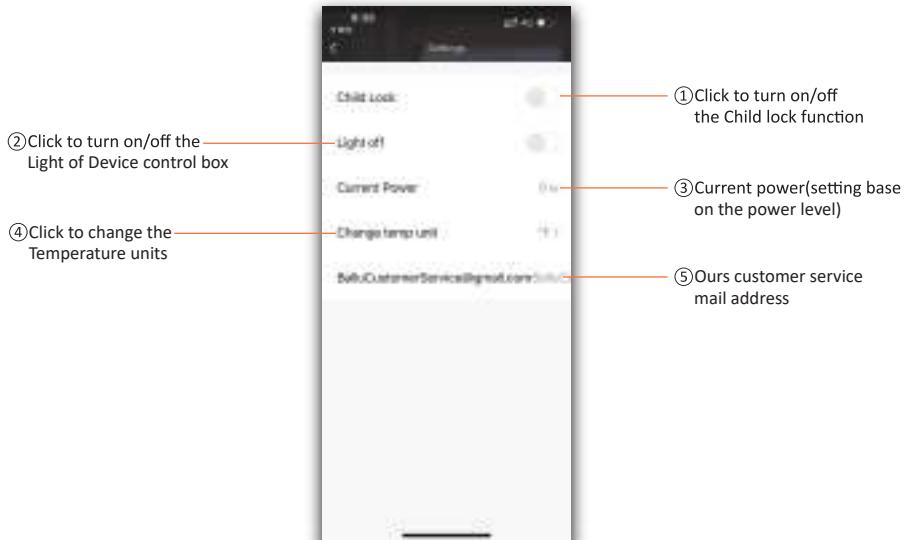
This method enables simultaneously searching for multiple devices, including Wi-Fi devices, Bluetooth gateways, Bluetooth mesh devices. All devices found can be added with one tap.

2. If the product cannot connect, please reset the device's WiFi by following these steps: Menu > WiFi reconnect > YES.

Then, check if your phone is already connected to 2.4 GHz WiFi and Bluetooth is enabled. Close and restart the app, and proceed to the first step to search and reconnect.

# WIFI CONTROL

## 4. Function usage



# TROUBLESHOOTING

**Note:**

The troubleshooting section below is for solving frequently asked questions for the heater unit. If your problem persists, please contact customer support.

Problem	Possible causes	Solution
Error Codes on Display	E1-Temperature sensor malfunction. E2-Short circuit on temperature sensor channel. E3-overheating of temperature sensor (exceeded +118 degrees). E4-ambient temperature has dropped too low(below -78 degrees)	Please contact us at <a href="mailto:BalluCustomerService@gmail.com">BalluCustomerService@gmail.com</a> for solution.
The heater suddenly shuts down	The overheating protection has been triggered. The Tip-over Protection has been triggered. Power cord is not properly plugged in.	Please contact us at <a href="mailto:BalluCustomerService@gmail.com">BalluCustomerService@gmail.com</a> for solution. Ensure your heater is placed on a flat and even surface. Keep it upright and turn it on again. Connect the plug to a powered electrical outlet.
Product does not heat	No power is passing through the unit. The temperature value set by the heater is too low The temperature exceeds the threshold of the thermal cutoff.	Ensure that your circuit breaker or fuse is working properly./Ensure your heater is placed on a flat and even surface. Make sure the thermostat is set at a higher temperature than the ambient temperature. Turn off the unit and unplug it from the power outlet. Allow it to cool, and then plug it into the electrical outlet again.

# IMPORTANT SAFETY INSTRUCTIONS

Thank you for choosing Ballu heater. Please read all instructions before using the appliance. When using any electrical appliance, some basic safety precautions should be observed to reduce the risk of fire, electric shock, and/or any injury to persons.

**CAUTION:** To avoid danger due to inadvertent restarting, this equipment must not be powered through an external switching device (such as a timer) or connected to a circuit that is periodically switched on and off by a utility.

- This equipment is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they are supervised or instructed in the use of the equipment by a person responsible for their safety.
- If the power cord is damaged, it must be replaced by the manufacturer, its service facility, or similarly qualified personnel to avoid a hazard.

**WARNING:** You must not cover this heater. Covering this appliance is a fire hazard and will trip the safety fuse, permanently disabling the heater.

**WARNING:** Extreme caution is necessary when any heater is used by or near children or those in need of assistance, especially whenever the heater is left operating and unattended.

**WARNING:** To reduce the risk of fire keep textiles, curtains, or any flammable material a minimum distance of 1 metre from the air outlet.

- Use only the voltage specified on the rating label of the appliance.
- This appliance is intended for household use only and not for commercial or industrial use.
- Indoor use only.
- Use this appliance only as described in this manual.
- Do not use the appliance if it has been dropped or damaged.
- The common cause of overheating is deposits of dust or fluff in the appliance. Ensure these deposits are removed regularly by unplugging the appliance and vacuum cleaning the air vents and grills.
- Do not operate in areas where petrol, paint or other flammable liquids are used or stored.

# IMPORTANT SAFETY INSTRUCTIONS

- Never use the appliance to dry clothes.
- Always unplug appliance when not in use.
- When the appliance has been unpacked, check it for transport damage and ensure all parts have been delivered. If parts are missing or the appliance has been damaged, contact the Customer Services Team.
- Do not use if there are visible signs of damage to the heater and contact the customer to replace a new one.
- Do not connect the heater to the power supply until it is fully assembled and adjusted.
- Ensure hands are dry before handling the plug or main unit.
- Ensure appliance is on a flat, stable, heat- resistant surface.
- Do not operate with cord set coiled up as a heat build up is likely, which could be sufficient to become a hazard.
- Carry out regular checks of the supply cord to ensure no damage is evident
- Do not operate this appliance with a damaged cord, plug or after the appliance malfunctions or has been dropped or damaged in any manner. Take to a qualified electrical person for examination, electrical service or repair.
- Do not twist, kink or wrap the cord around the appliance, as this may cause the insulation to weaken and split. Always ensure that all cord has been removed from any cord storage area and is unrolled before use.
- It is recommended that this appliance is plugged directly into the wall socket. Power boards are not rated to supply power to high wattage appliances.
- Do not remove plug from power socket until the appliance has been switched off.
- Do not remove plug from power socket by pulling cord; always grip plug.
- Do not place cord under carpet or cover with rugs or furniture. Arrange the cord so it cannot be tripped over.
- Don't place appliance on bedding or on thick & long carpet where the openings may get blocked.
- Switch off and use handle provided when moving
- Do not place appliance close to radiant heat source.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
- Do not use this appliance in the immediate surrounds of a bath, a shower, or a swimming pool or other liquids.
- The appliance must not be immersed in any liquids.
- This unit is not supposed to be used in or around locations where foodstuffs, works of art or delicate articles of science, etc. are stored.
- If your appliance does not work, or is not working properly, contact the Ballu Customer Services Team.

# IMPORTANT SAFETY INSTRUCTIONS

## FCC

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).