

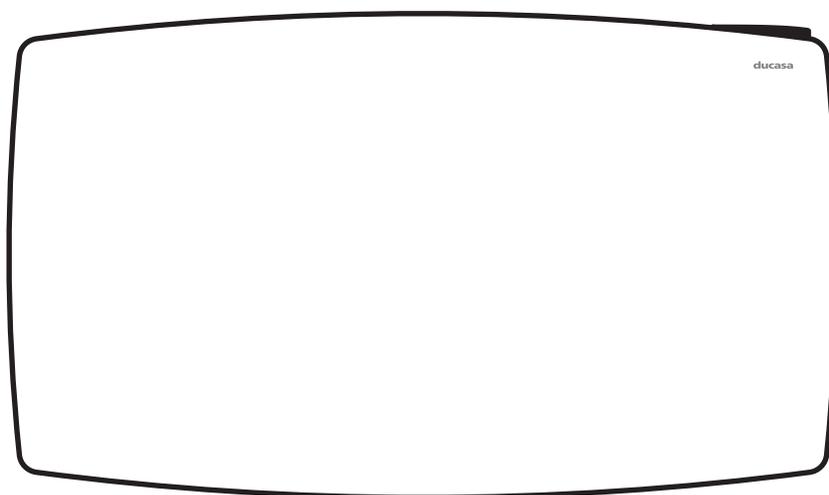
# ducasa

## The Vitro-i

### Radiant / Convector Combination Heater

Instructions for Operation and Installation

(Read these instructions carefully and retain for further reference.)



#### Models:

- Vitro-i 750 Black**
- Vitro-i 1200 Black**
- Vitro-i 1600 Black**
- Vitro-i 750 White**
- Vitro-i 1200 White**
- Vitro-i 1600 White**



#### **NOTE:**

A qualified electrician must carry out the electrical installation of this heater. The Electrical installation must comply with current UK regulations. Any claim on the warranty could be invalid if these requirements have not been met.



## GENERAL INFORMATION

The Ducasa Vitro-i glass fronted designer heater provides a combination of radiant and convected heat and will grace any home. With an LCD display the Vitro-i can be used as a standalone heater, or used in conjunction with the Smart Command Heating Pack (optional).

Luxurious design with glass front panel (Black or White)

Double heating circuit: aluminium heater for convection heating and heating circuit on glass for radiant heat.

Designed and fabricated in accordance with EN60335-1 and EN 60335-2-30

NEC Class II

The heater requires a 230V, 50Hz power supply and is a double insulated product so does not require an earth cable.

Wall mounted (by quick fixing system)

On-off main switch

Electronic digital thermostat with LCD screen

Standby, Comfort and Anti-frost settings

Keypad locking (anti-tamper) facility

Overheat protection

## 1. IMPORTANT INFORMATION

See Section “Installation Instructions – Location of Heater” for important notes regarding the siting of the appliance.

Due to the surfaces of the heater becoming hot, it must not be positioned directly against or below inflammable surfaces.

Do not dry clothes or towels on the heater nor leave fabrics, magazines, spray cans, volatile substances or similar objects within 250mm of the heater.

In case of breakdown or damage turn off the appliance at the main On/Off switch and notify the supplier.

If the electricity cable gets damaged it must only be replaced by a technician appointed by the supplier. This will avoid possible risks and ensure that special tools are available if needed.

This appliance is not intended to be used by persons (incl. children) with limited physical, sensory or mental capabilities, or who lack experience, except for those under supervision or have received instruction in the use of the appliance from a person responsible for their security.

Children must be supervised in order to ensure that they do not play with the appliance.



**WARNING:** In order to prevent overheating, do not cover this appliance. There has to be free movement of air around all surfaces of the appliance.

**This symbol “DO NOT COVER”, is placed on the heater as a reminder to the user.**



## 2. TECHNICAL DATA

MODEL	Vitro-i 750	Vitro-i 1200	Vitro-i 1600
Power (w)	750	1200	1600
Voltage	230V /1Ph /50Hz		
Dimmensions WxHxD(mm.)	670x500x110	840x500x110	1000x500x110
CLASS	II	II	II

## 3. INSTALLATION INSTRUCTIONS

### ELECTRICAL CONNECTION

A qualified electrician must carry out the electrical installation of this heater. The electrical installation must comply with the current UK regulations. Any claim on the warranty could be invalid if these requirements have not been met.

The heater requires a 230V 50Hz power supply and is a double insulated product so does not require an earth cable.

### CONNECTING WIRES

L = Live → Brown  
N = Neutral → Blue

The connecting wires must be of the appropriate section, in regards to the length of cable, type of cable and power rating of the apparatus.

The apparatus must be connected into a fused connecting box or a plug fitted with an appropriate sized fuse for the radiator – see Technical Data on Page 5.

We recommend that the connecting box is positioned 10cm to the right of the apparatus and at 15cm above the floor.

According to regulations, the apparatus must be connected to the power supply by means of an all-pole circuit breaker with a contact gap of at least 3mm or by a thermal-magnetic circuit breaker.

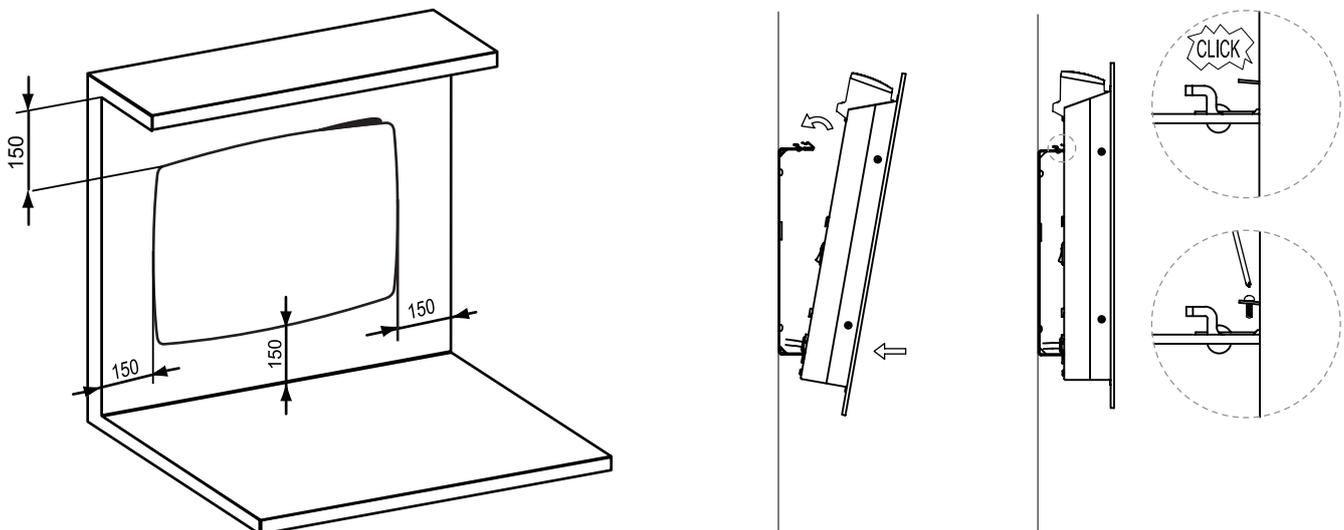
### LOCATION

The ideal place to site the Ducasa heater is as close as possible to coolest wall in the room but it is not recommended to site the heater on un-insulated exterior walls, in this case, the part of the wall behind the heater should be insulated. In bathrooms, the heaters must not be sited inside the protected area. The control unit switches must not be reachable, directly or indirectly, by a person in the bath or shower.

The heater, under no circumstances, should be installed below an electric power point.

Choose the location of the heater in respect of the minimum distances that are indicated below.

figure 2



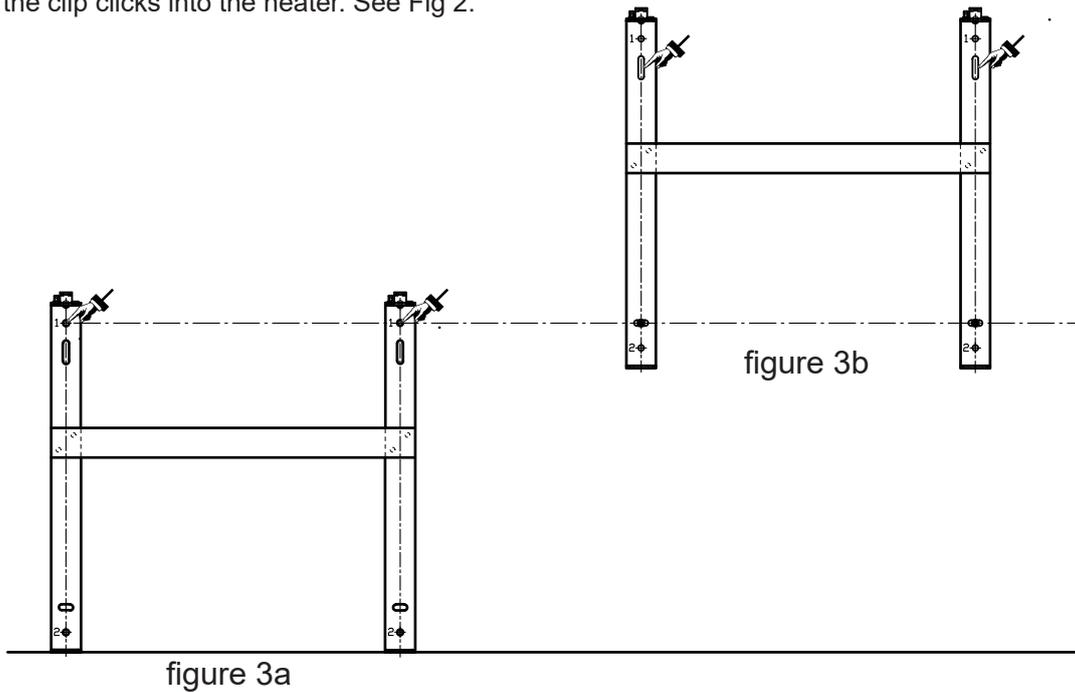
## Mounting the Heater

In order to mount the appliance on a wall, it is necessary to first secure the support frame supplied with the appliance to the wall.

Remove the support frame attached to the rear part of the appliance. To do this first press the two upper clips of the support frame in order to release the frame from the upper rear part of the appliance and then withdraw the lower part of the support frame. See Figure 2.

Place the support frame in a horizontal position against the wall and mark the location of the screw holes, as detailed below and shown in the Figures 3a and 3b below.

1. Stand the support frame on the floor, lean it against the wall and mark through the top holes, as shown in Figure 3a. Remove the support frame and drill and plug the wall for the fixing screws.
2. Attach the support frame to the wall by means of screws in the lower slotted holes and mark through the upper slotted holes for the top fixing screws. See Figure 3b. Drill and plug for these screws. In this manner the Vitro-i heater will be mounted on the wall with 205mm between the floor and the bottom of the appliance.
3. When the support frame is fixed to the wall mount the heater by first attaching the lower bracket and then the top ensuring the clip clicks into the heater. See Fig 2.



## CONTROL OPTIONS

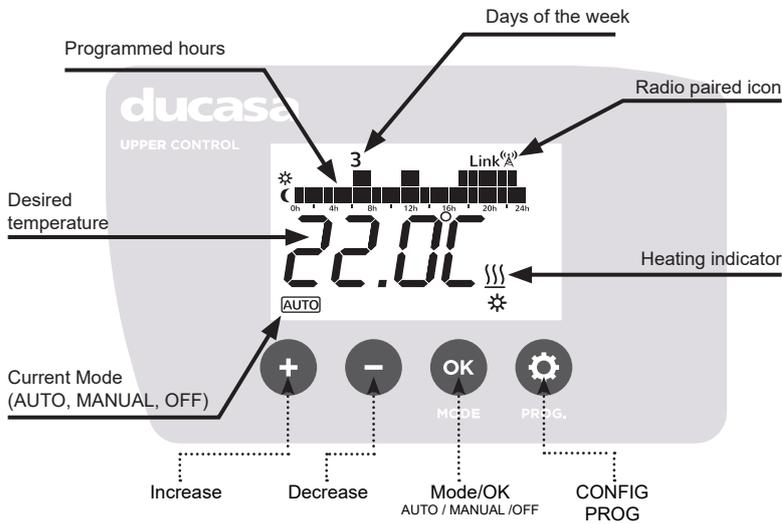
The Vitro-i is designed to be used in conjunction with the **smart<sup>®</sup>command** system and APP, providing total control of your heaters from anywhere in the world via the internet. The APP is available for both Android and IOS devices and offers the ultimate in control and energy monitoring.

It is also possible to programme each heater individually without the APP by using the inbuilt buttons and LCD screen. This may be convenient for single heaters however we recommend the **smart<sup>®</sup>command** to control multiple heaters.

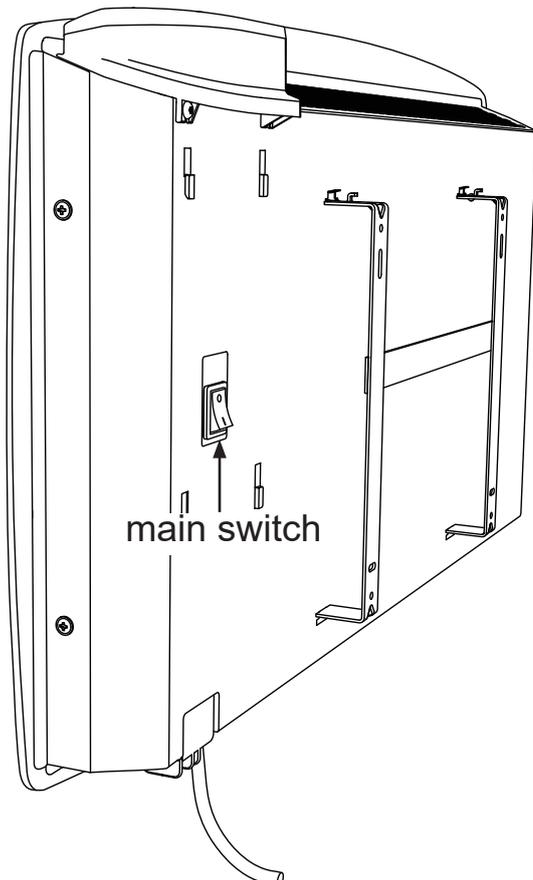
Finally the heaters can be used in manual mode which bypasses any programming and provides simple On/Off operation.

## 4. OPERATING INSTRUCTIONS

The control is based on four buttons and an LCD display.



Ducasa Vitro-i Controls



### Switching ON (Master):

Once the heater has been mounted on the wall and correctly connected to the main electricity power supply, press the main On-Off switch on the right hand side of the heater.

After around 3 seconds the screen will show various information and the heater is ready to use.

### Switching OFF (Master):

To switch off the heater press the main On-Off switch on the right hand side of the heater. The LCD screen will be blank and the heater will lose connection with the **smartcommand** Gateway.

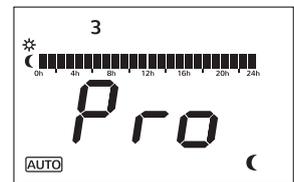
### Stand-by function:

Press the Mode/OK button until the **OFF** symbol is present as shown in the following screen.

When the heater is in Stand-by Mode it will retain programmes and continue to communicate with the **smartcommand** Gateway but will not heat.



To switch the heater On again, press the MODE button to choose programme mode **AUTO** or manual mode **Pro** – you will see the following screens:

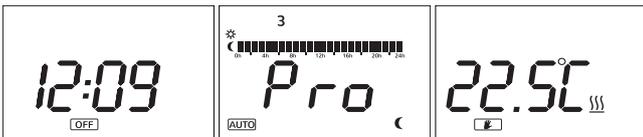


## Manual Programming

To assist with programming the LCD screen is backlit and will stay illuminated for approximately 10 seconds after the last button is pressed.

When the heater is operational and the room temperature is lower than the set temperature the heating symbol  will be shown indicating that the heater is producing heat. When the room temperature equals or is above the set temperature the heating symbol will not be present indicating the heater is not producing heat.

The following screens show **OFF**, **AUTO** and **MANUAL** modes. To choose different modes press **MODE/OK** button.



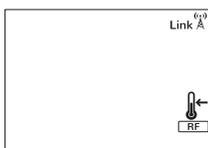
When the heater is in **AUTO** mode the temperature can be changed by pressing the +/- buttons. This change will remain active until the next programme change or until midnight when the temperature will revert to the preset value.

Use the +/- keys to change the temperature when the heater is in **MANUAL** mode.

## Adjust Programmed Temperatures

Adjusting temperature in the following way will only effect the temperatures used for programmed modes.

To change these set up temperatures press the **CONFIG** button and the following screen appears:



When the temperature setup icon  starts flashing, press OK to scroll through each mode.



Press the +/- button to change the temperature of each mode then press **OK** to confirm and go to the next **MODE** and exit to the temperature setting screen by pressing **CONFIG**.

## Setting Programme and Clock

To start programming press and hold **CONFIG/PROG** button for 3 seconds and the following screen will appear:

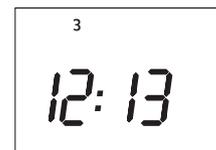


Programming starts on Monday at 00:00 and is set by choosing the required Mode for each hour of the week. Use the **OK** button to choose between Comfort , Economy  or Frost Protection  modes. On the screen programme hours will show two blocks for Comfort, one block for Economy and no blocks for frost protection). After choosing the mode press the +/- buttons to select the next hour to be programmed. When a full day has been programmed the screen moves to the next day.

Once each day of the week has been programmed the clock must be set.

Press the **CONFIG** button to exit from programming screen and enter the time setting screen.

To select the day of the week (1=Mon, 7=Sun) press +/- buttons and confirm with the **OK** button. Next select the hour, confirm with **OK** and then select the minutes and confirm pressing **OK** once more.

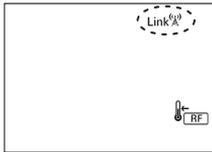


If a heater is paired with a **smartcommand** Gateway, time setting is not required as it recognises the system's time automatically.

## Programming with Smart Command

To programme your Vitro-i with a **smartcommand** Gateway you must pair the heater to the Gateway. First you must activate the pairing/discovery mode in the Gateway. Details of this can be found in the **smartcommand** instruction manual.

Once this is done press the CONFIG button on the heater and use the + or - key until the RF icon flashes. Press OK and 'Link' together with an antenna icon will appear in the top right of the screen.



Another way to pair the heater is to press the **OK** button for 3 seconds while the heater is in one of the main modes (OFF, AUTO, MANUAL).

Your Vitro-i heater is now ready to accept programme instructions from the Gateway (you will need to complete **smartcommand** web activation).

If the heater has been linked to the Gateway and for some reason communication is lost, the Link icon disappears and the antenna starts flashing.

## Keypad Locking (Anti-Tamper)

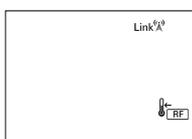
The keypad can be locked to prevent any unauthorised person (children, people in public places, nurseries, offices, hotels etc.) altering the settings of the heater. To lock the keypad depress and hold the + and - buttons at the same time for 3 seconds until "Lock" appears on the screen. Any button presses will be ignored and "Lock" will be displayed on the screen.

To unlock keyboard, once again press and hold + and - for 3 seconds until the word "Lock" disappears.

When the keypad is locked the heater will still receive communications from the **smartcommand** Gateway.

## Advanced Settings

To enter the advanced settings mode, press **CONFIG** while the heater is in one of the main MODES (OFF, AUTO, MANUAL). The following window will appear:



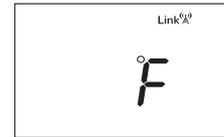
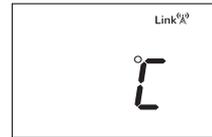
Now press the **CONFIG** button for 5 seconds and C1 appears on the screen.

To select one of the six advanced settings (C1 to C6) use the +/- keys and choose the required mode by pressing OK. The advanced settings are:

1. C1-> °F or °C
2. C2-> Type of control
3. C3-> Temperature Compensation
4. C4-> Firmware version
5. C5-> Open Window detection
6. C6-> Eco-Start

## Degrees Fahrenheit or Celsius (C1)

Select °C or °F with the +/- keys and confirm with OK button .

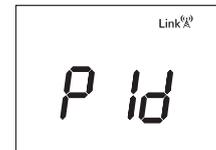


## Type of Control (C2)

You access the setting mode control, showing the type of control currently used. There are 4 types of control PID, hysteresis of 0.25°C, hysteresis of 0.35°C, hysteresis of 0.50°C and hysteresis of 0.75°C.

To change type of control press +/- . Confirm with **OK**.

The screens shown are:



## Temperature Compensation (C3)

In this mode the display will alternate between the temperature compensation (offset) and the measured temperature with offset applied. Alter the offset with the +/- buttons and confirm with OK.

Temperature compensation can be adjusted up to +/- 3°C



## Firmware Version (C4)

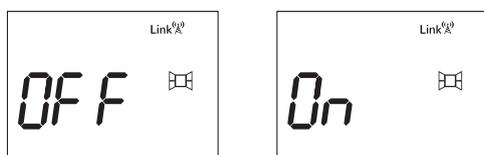
It shows internal software installed in the electronics.



## Open Window detection (C5)

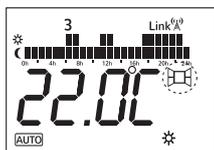
In order to save energy, if a window opens and causes a sudden drop in temperature the Vitro-i will stop heating.

By default this function is deactivated. To change the status of the function, press the +,- button and then press ok to confirm.



This function detects a temperature drop of 0.6°C every minute over a period 4 minutes.

If the heater is heating, it will be disconnected for 30 minutes and shows the Open Window icon on the display.



The Vitro-i heater will restore normal function in any of these situations:

- After 30 minutes
- If the temperature increases by 0.2°C for 1 minute from the point of activation.
- Pressing any key on the Vitro-i Heater

## Eco-Start (C6)

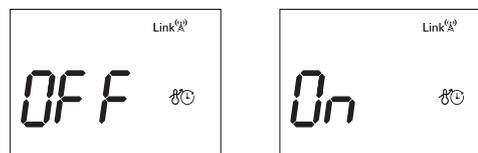
With this feature activated the radiator will learn what time it should switch on to achieve the required room temperature at a particular time.

The heater will monitor the room temperature over 10 days to establish how quickly the room reaches temperature and uses this information to switch the heater on at the correct time.

By reaching the required temperature at the set time and not before, energy use and running costs are reduced.

By default this function is deactivated.

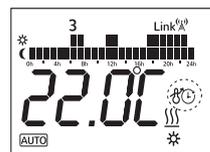
To change the status of the function, press the +,- button and then press ok to confirm.



If this function is active then ⌚ will be shown on the program screen.

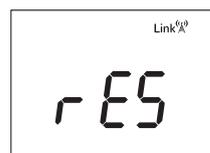
This function doesn't work in MANUAL mode, it only works in the PROGRAM mode.

If the heater is reset, all previous Eco-Start data will be deleted.



## Heater Reset

Resetting the heater will return all settings to the factory defaults and will also delete any "pairing" with a **smartcommand** Gateway. To activate the RESET feature press the **OK** button and the **CONFIG** button for 10 seconds. The following screen will appear:



To confirm the reset, press **OK** again, to cancel the **RESET** press any other key.

## Default Values

- Working mode: OFF
- Comfort Temp : 19°C
- Economy Temp : 17°C
- Frost Protection Temp : 5°C
- Manual Mode Temp: 19°C
- Temperature Compensation: 0°C
- No RF paired network
- Temperature units °C
- Control type: PID
- Default Programme: All Economy
- Open Window detection OFF.
- Eco-Start OFF.

# Ducasa Vitro-i

## Quick Guide to Manual Programming

The Avant DGi & Vitro-i radiator is programmed by using heating 'modes'.  
The modes are set for each hour of the week, starting from midnight on Sunday  
The days are numbered 1 to 7, with 1 being Monday and 7 being Sunday

The 'modes' are:  
 **Comfort**     **Economy**     **Frost Protection**

**There are 3 steps to programming your heater;**  
**1.Programming the Modes 2.Setting the Clock 3.Setting the Temperatures**

### Programming the Modes

Press  Prog / Config for 3 Seconds  
Press OK to choose the mode and '+' to confirm for each hour of each day  
If you make a mistake press '-' to go back  
When you are happy the modes are correct press  to move onto setting the clock

### Setting the Clock

Use +/- to select the current day, 1 =Mon 7=Sun  
then press OK  
Use +/- to set the hour  
then press OK  
Use +/- to set the minute  
When you are happy the clock is correct press  to move onto setting the temperatures

### Setting the Mode Temperatures

Use + / - to select  then press OK  
Use +/- to set the  comfort temperature then press OK  
Use +/- to set the  Economy temperature then press OK  
Use +/- to set the  Frost Protection temperature then press   
Press OK until **AUTO** is shown on screen  
Programming is complete

### **Notes & Tips:**

When the radiator is running in Auto the set temperature can be changed by pressing +/-  
At the next programmed mode change, the radiator will return to the pre-set temperature

It can be useful! to write down the times and modes you want before starting to programme the radiator

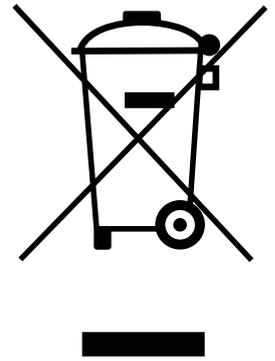
The screen backlight switches off after 10 seconds and the radiator exits programme mode.  
If this happens you will need to press  Prog / Config for 3 seconds and re-enter your modes.

**(Waste Electrical & Electronic Equipment) (Applicable in the European Union and other European countries with separate collection systems)**

This marking shown on the product or its literature, indicates that it should not be disposed of with other household wastes at the end of its working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate this from other types of wastes and recycle it responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, or their local government office, for details of where and how they can take this item for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product should not be mixed with other commercial wastes for disposal.



## **MAINTENANCE AND CARE**

Ducasa heaters require very little maintenance.

The surfaces of the heater must not be cleaned with an abrasive product or those containing granular substances.

We recommend regular cleaning with PH neutral products.

In order to clean the heater, it is recommended that the electric power is switched off.

## **GUARANTEE**

Your appliance is guaranteed for two years from the date of purchase – during this period we will repair or exchange, at our discretion, any faulty or defective parts providing the appliance has been used in accordance with the operating & installation instructions and has not been misused or mistreated in any way.

Any unauthorised repair or attempted repair will invalidate the guarantee.

This guarantee is additional to your statutory rights.

In the unlikely event of a problem with your appliance please contact your supplier.



UK Distributor of Ducasa Products:

Heattend Products Ltd

Web: [www.heattend.co.uk](http://www.heattend.co.uk)

Email: [enquiries@heattend.co.uk](mailto:enquiries@heattend.co.uk)

