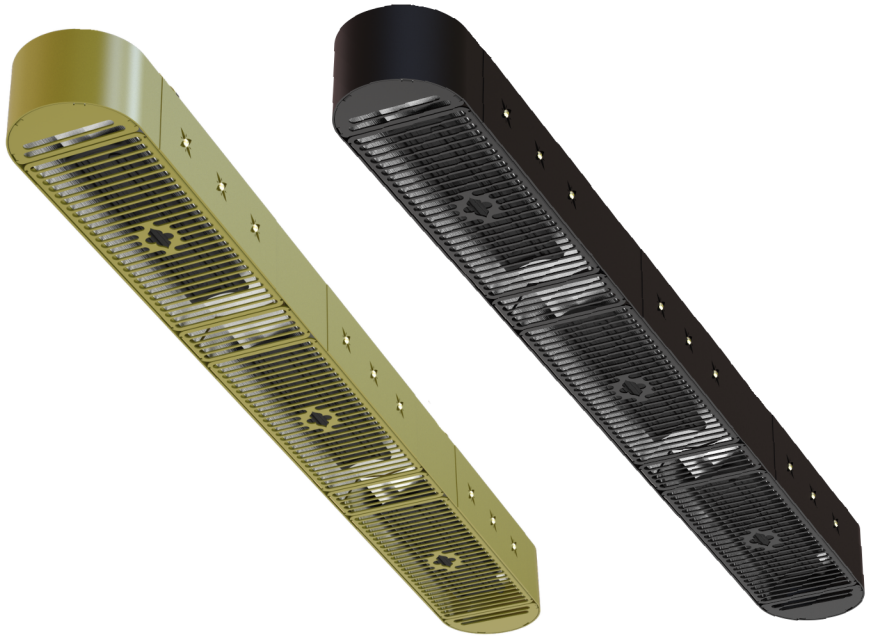
SHADOW
Industrial Infrared



Shadow Solace User Manual

Shadow Solace 20: 902300, 902301
Shadow Solace 24: 902302, 902303
Shadow Solace 48 - Double: 902302D, 902303D
Shadow Solace 72 - Triple: 902302T, 902303T

Unit 9, Stort Valley Industrial Estate
Stansted Road, Bishop's Stortford
Hertfordshire, United Kingdom
CM23 2TU

Available at
www.shadowindustrial.co.uk
01279 466500
info@shadowindustrial.co.uk

BRIEF INTRODUCTION

This product is infrared radiant heater with optional remote control functionality and IP45 approved.

IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, always follow basic safety precautions to reduce the risk of fire, electric shock, or injury.

Before Use

- Read the operation and assembly instructions carefully before using the appliance. Keep this manual in a safe place for future reference. If the appliance is passed on, include the instructions.
- Check that the voltage indicated on the appliance nameplate matches your local mains voltage.
- Ensure the power supply complies with local regulations. Extension cords or multi-sockets may be used only if they are suitable for the appliance's electrical rating and comply with relevant regulations.

Installation & Placement

- Do not install the appliance immediately below a wall socket.
- Keep the appliance away from combustible materials such as curtains, soft furnishings, or paper.
- Never cover or obstruct the appliance to avoid overheating or fire risk.

During Use

- The appliance becomes extremely hot during operation. Do not touch it - risk of scalding!
- Ensure no combustible materials (clothes, blankets, pillows, paper) come into contact with the appliance.
- Keep the power cord away from edges and hot surfaces.

Maintenance & Handling

- If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or a qualified professional.
- Stop using the appliance and unplug it immediately if it is used improperly or malfunctioning. Do not attempt to repair it yourself. Contact the service agent or a qualified electrician.
- Always unplug the appliance and allow it to cool completely before cleaning.

Special Considerations

- This appliance is not intended for use by children or individuals with reduced physical, sensory, or mental capabilities, unless supervised or instructed by a responsible person.

- Keep the appliance out of reach of children. Never leave children unsupervised near the appliance. Choose a location where children cannot access it, and ensure they are instructed not to play with it.
- Do not use this heater with a programmer, timer, separate remote-control system, or any device that switches it on automatically. Automatic operation can create a fire risk if the heater is covered or positioned incorrectly.
- The fireguard is designed to prevent direct contact with the heating elements. It must always be in place when the heater is in use.

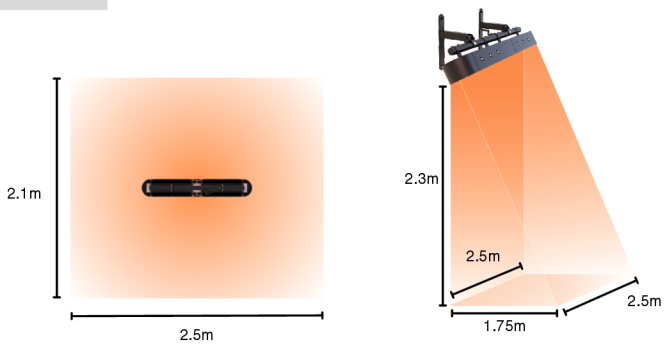
Please Note: As the heating elements within Shadow Solace heaters are individually handcrafted, subtle variations in the level of visible light they emit may naturally occur. This is a normal characteristic of the manufacturing process and has no impact on the warmth or heating performance provided.

TECHNICAL INFORMATION

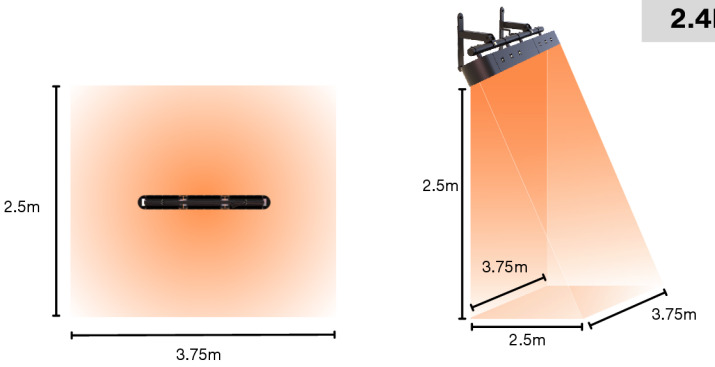
	Dimension (H) mm	Dimension (W) mm	Dimension (D) mm	Coverage (M sq.)	Phase Supply	Emitters	Total Power (kW)	Voltage (V)	Rec. height from floor (m)	Min. Distance from side wall (mm)	Weight (kg)
2.0kW	130	750	120	5.25	Single	2 x 1000	2.0	240	2.3	50	5.5
2.4kW	130	1095	120	9.38	Single	3 x 800	2.4	240	2.5	50	8.05
4.8kW	220	1095	400	16	Single	6 x 800	4.8	240	3-3.25	50	16.65
7.2kW	220	1095	680	27.5	Single	9 x 800	7.2	240	3.5-3.75	50	25.1

HEAT MAPS AND MEASUREMENTS

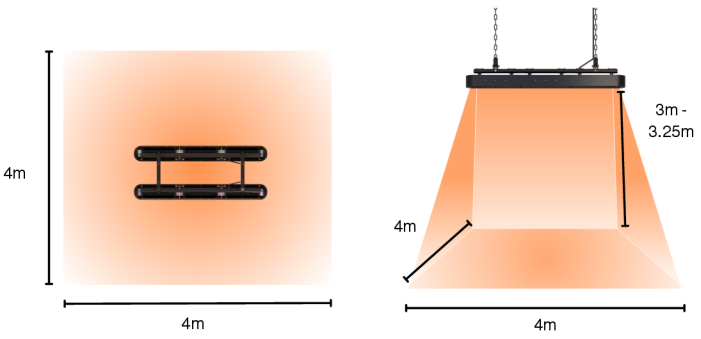
2.0kW



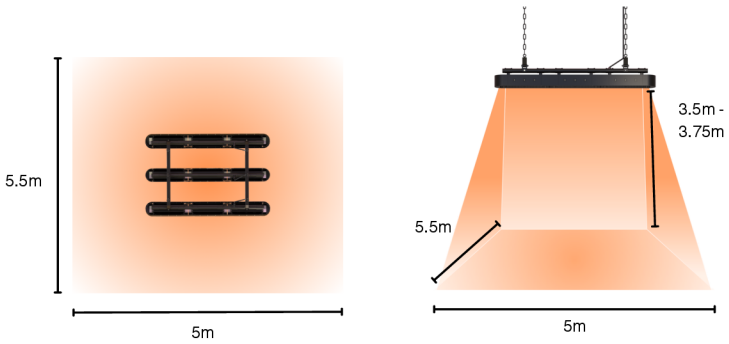
2.4kW



4.8kW



7.2kW



Note: The coverage area is a guide only and calculated for effective heating in the colder months. The areas given can be influenced by a number of additional factors. Heat is subjective and different people feel warm at different heat levels. The mounting height will affect the maximum heat level felt at ground level, as well as the heat spread.

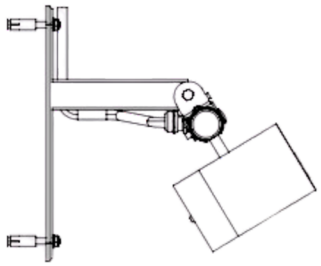
INSTALLATION

- For added safety, we recommend installing a residual current device (RCD).
- Before installation, remove all packaging materials - including the lamp's anti-vibration components - and inspect the appliance, power cord, and plug for any signs of damage.
- Take care when selecting the mounting location and materials (such as wall plugs and screws); ensure they are appropriate and strong enough to securely support the appliance.

Prior to mounting, make sure to observe the minimum safe distances and tilt angles as illustrated in the diagrams.

Wall Mounting (Solace 20 and Solace 24 Single Units ONLY)

1. Mark and drill 2 holes on the wall for each wall bracket.
2. Insert the expansion bolts into the holes, align the heater onto the bolts and lock with 4 nuts tightly.
3. Use the bolts provided to attach the heater to the mounting brackets. Insert each bolt through the designated holes in the bracket and heater housing, then secure it in place with the corresponding nut. Ensure all bolts are tightened firmly before proceeding.



Please Note: The type of wall or surface may require specific fixings to ensure a secure and safe installation. Always use fixings appropriate for the material and load-bearing capacity of your wall (e.g., brick, concrete, plasterboard, or timber). If unsure, seek professional advice before mounting.

Ceiling Mounting

Single Units

1. Insert the supplied bolts through the designated holes on the back of the heater and secure them in place using the corresponding nuts.
2. Once fitted, use suitable hanging materials such as chains or wires (not supplied) to suspend the heater from the ceiling.

Double and Triple Units

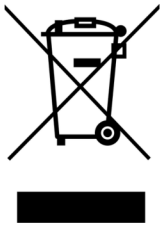
1. Use the bolts provided to attach the mounting brackets to the heater. Each bracket includes loops designed for suspension using suitable chains or wires (not supplied).

Ensure all suspension components are capable of supporting the full weight of the heater and are securely fixed to the ceiling structure. If unsure, seek professional advice.

Cleaning and Maintenance

- Before cleaning, remove the plug from the power outlet and wait until the appliance has cooled off.
- Wipe the appliance with only clean and lint-free cloths.
- Never use abrasive cleaners, scrubbing brushes and chemicals for cleaning
- To protect against electrical shock, do not immerse the cord, plug or any part of the appliance in water.
- For heating element replacement, please contact the manufacturer or a qualified person.

Disposal



This marking indicates that this product should not be disposed with other household waste throughout the EU. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. They can take this product for environmental safe recycling.

Customer Service

Repairs must be carried out by authorised specialists, thus ensuring electrical safety. Please contact suitably qualified electrician. Improper repairs could lead to danger. This warranty does not cover damage or failure which results from alteration, accident, misuse, abuse, neglect, commercial use or improper maintenance. In line with our policy of continuous product development, we reserve the right to change the product and documentation without notice.