

# Shadow Infinity 13.5kW and 18kW Industrial Infrared Heaters

Safety Instructions and Operation Manual

**903693**

**Shadow 13.5kW**

**903690**

**Shadow 18kW**

**SHADOW**  
Industrial Infrared

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

Available at  
[www.shadowindustrial.co.uk](http://www.shadowindustrial.co.uk)  
01279 466500  
[info@shadowindustrial.co.uk](mailto:info@shadowindustrial.co.uk)

# Contents

- Important Information . . . . . 3
- Safety Instructions . . . . . 4
- Cleaning & Maintenance . . . . . 5
- Assembly Instructions . . . . . 6
- Wiring Diagram . . . . . 8
- Technical Specifications Table . . . . . 9
- Customer Service . . . . . 10

# Brief Introduction

Shadow Infinity industrial and warehouse infrared heaters combine the market-leading Ultra Low Glare infrared lamp technology with advanced outer casing construction, allowing you to achieve instant short-wave infrared heat in the desired area.

The Shadow Infinity 13.5kW and 18kW Industrial Heaters can be mounted from a wall or ceiling, or hung on chains and are designed for heating large-sized industrial spaces.

## Important Information

Please carefully read all instructions provided before using this appliance. This heater must be installed and used as instructed.

This Operation Manual contains the important safety information, as well as some recommendations on correct use, installation and maintenance of the appliance.

When operating this infrared heater observe necessary safety precautions, as improper use may result in injury or damage to property.

**Ensure to keep this manual along with your sales receipt, and if possible, cardboard package and packing material in case return of the unit is necessary.**

- **Unpack the infrared heater making sure that all the items are present, there are no components left in the box and the heater head is free from any packing material.**
- **Using the detailed diagrams follow the steps to assemble your infrared heater.**
- **Do NOT connect the infrared heater to the power supply until the assembly is complete.**
- **Do NOT connect the infrared heater to the power supply if any of the components are damaged in any way.**

# Safety Instructions

## Read these instructions before using.

---

### WARNING

Potential fire risk if the heater is covered by any flammable materials.

- **CAUTION** — Some parts of the heater can become very hot and cause burns. Do **NOT** touch the appliance during operation to avoid the risk of injury.
- Check that the voltage indicated on the nameplate of the appliance corresponds to the local mains voltage before the appliance is hardwired.
- The power supply to the appliance should correspond to the relevant regulations of the power supply companies and the regional construction regulations.
- To avoid overheating do **NOT** cover the heater.
- The heater must **NOT** be located immediately below a socket outlet.
- The heater must be installed at least 6.0m above the floor.
- After fixing to a wall or ceiling, adjustments to the direction of radiation must only be made with the appropriate tools.
- It can become a fire risk if the heater is covered or positioned incorrectly.
- It's dangerous to install the heater close to combustible materials.
- Do **NOT** use in unventilated areas.
- Do **NOT** use where gas, petrol, paint or other flammable materials are stored.
- Do **NOT** push any items through, obstruct or cover the grills of the heater head.
- Do **NOT** move the heater when it is connected to the power supply.
- Always wait till the heater has cooled down completely before putting into storage.
- The heater must be placed with a clearance of 400cm to the wall and 40cm to the ceiling.
- Improper use of the appliance can result in electric shock or fire hazard.
- In case of damage, the heater must only be repaired by a professional electrician.

# Cleaning & Maintenance

- Isolate the appliance from the power supply system and wait until it has sufficiently cooled off.
- After the appliance has cooled down, the housing can be wiped clean with a damp cloth.
- Wipe the appliance only with a clean and lint-free cloth or a soft brush.
- Do **NOT** touch the bulb element with your fingers. Stains can build up from touching the bulb and may cause the bulb to malfunction.
- Do **NOT** use any abrasive or hard cleaning products on any part of this heater.
- Wait until the unit is completely dry before use.
- When cleaning the reflector, contact a qualified electrician to see if the reflector needs to be removed.

**<https://www.heat-outdoors.co.uk/help-desk/useful-articles/heater-and-lamp-maintenance.html>**

Any maintenance or repairs should only be carried out by a qualified electrician if you're unsure how to do so. For further information and guidance, visit our online help articles and videos.

# Assembly Instructions

## Installation

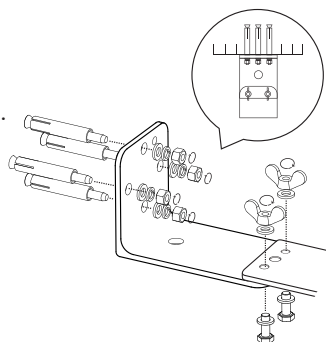
When unpacking the heater, please make sure that all the items are present, there are no components left in the box, that all the parts are free from any packing material, and are not damaged. Ensure that the items used for mounting (dowels and screws) are stable and secure enough to mounting and holding the appliance in place.

Do **NOT** connect the heater to the electrical supply until all the assembly is done.

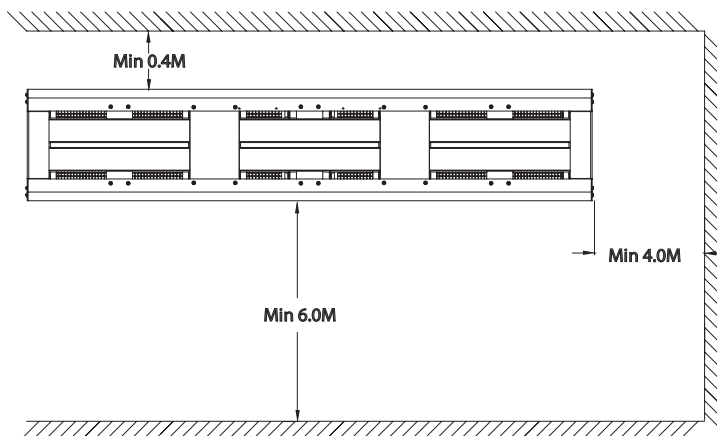
Do **NOT** connect the heater to the electrical supply if any of the components are damaged in any way. If in doubt, please contact your local supplier.

## Wall Mounting

1. Mark and drill 4 holes 10mm in diameter on the wall.
2. Insert 4 expansion bolts into the holes, align the heater onto the bolts and lock with 4 nuts tightly.

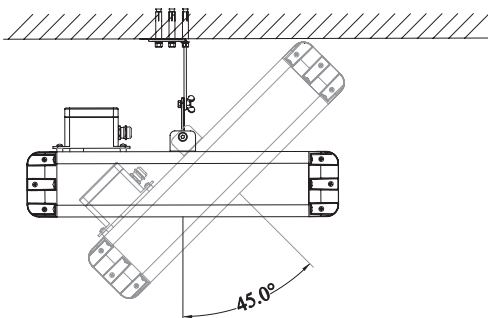


The diagram below demonstrates the minimum safe mounting distance between the appliance and the ceiling, wall, and floor.



## Bracket Mounting

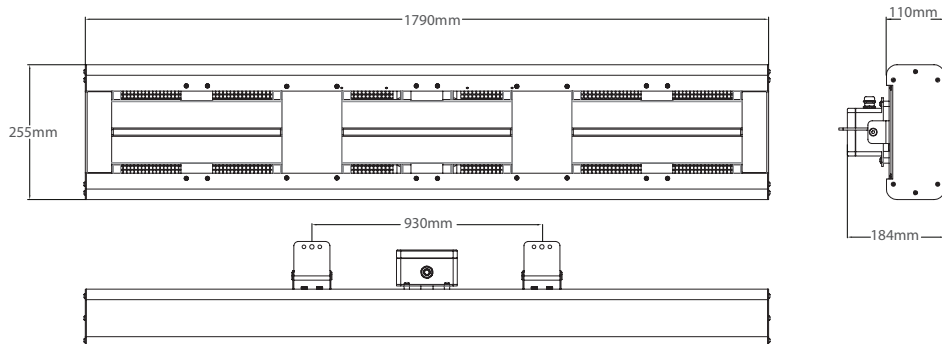
- Loosen the nuts on both sides, adjust the heater to the desired angle. Tighten the nuts to seal in place. Ensure the screws are securely connected. The screws could loosen due to mechanical bearing pressure and oscillation.



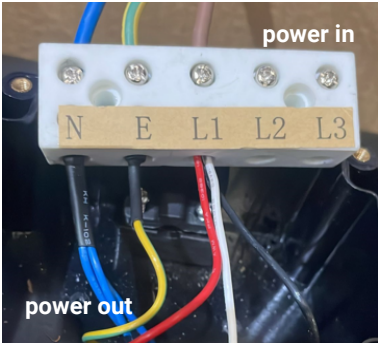
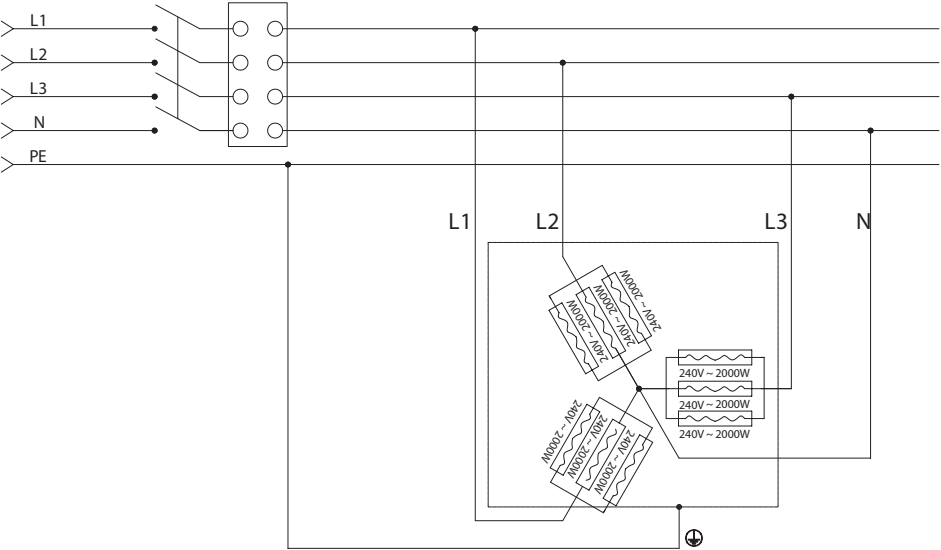
## Operation

- The heater needs to be hardwired to the circuit, only a qualified electrician should install appliance.

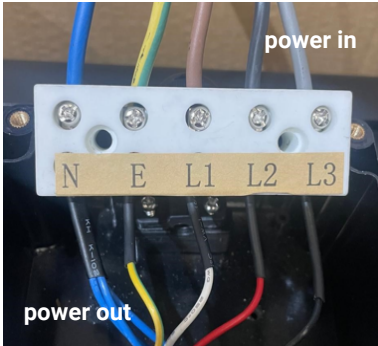
## Product Dimensions



# Wiring Diagrams



Single Phase Wiring



Three Phase Wiring

To switch from 3-phase to single-phase:

1. Disconnect wires L1, L2, and L3.
2. Join these wires together as shown in the photo.
3. Reconnect them into the connection box directly opposite the incoming live (brown) power wire.
4. Please ensure all connections are secure before powering on the heater.



# Technical Specifications

	Shadow Infinity 18kW Industrial Heater #903690	Shadow Infinity 13.5kW Industrial Heater #903693
Voltage (V)	220-240V	220-240V
Phases	Single	Single
Amps per phase	26	20
Weight (kg)	40	40
No. of lamps	9 * 2kW	9 * 1.5kW
Total Power (kW)	18	13.5
Ingress Protection	IP65	IP65
Warranty	5 Years	5 Years
Lamp Warranty	Not Covered	Not Covered
Cable Length	Cable not supplied	Cable not supplied
Additional Info	The product is made up of 3 individual heaters on connecting brackets. The dimensions for each heater are:	The product is made up of 3 individual heaters on connecting brackets. The dimensions for each heater are:
Product Depth (cm)	179.4	179.4
Product Height (cm)	11	11
Product Width (cm)	25.5	25.5
Max Coverage (square metres)	100	90
Min Mounting Height From Floor (m)	6	6
Min Height From Ceiling (m)	0.4	0.4
Min Height From Side Wall (m)	4	4



## Disposal

In accordance with European Directive 2001/96/EG concerning used electrical and electronic appliances (waste electrical and electronic equipment – WEEE), please return any electrical equipment that you are no longer using to the collection points provided for their disposal.

This symbol indicates that the appliance cannot be treated as normal domestic waste, it must be handed to a collection point for recycling electric and electronic appliances.

Information concerning where the equipment can be disposed of can be obtained from your local authority.

## Storage

If the heater isn't going to be used for a long period of time, store it in a cool, dry location. To prevent dust and dirt build-up, use the original packaging to repack the heater.

## Customer Service

- Repairs must be carried out by authorised specialists, thus ensuring electrical safety.
- Please contact us or a suitably qualified electrician.
- Improper repairs could lead to danger to the user.

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 specifications without notice.

# **SHADOW**

**Industrial Infrared**

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

**Available at**  
**[www.shadowindustrial.co.uk](http://www.shadowindustrial.co.uk)**  
**01279 466500**  
**[info@shadowindustrial.co.uk](mailto:info@shadowindustrial.co.uk)**