

Platinum Radiant Heater with Wi-Fi

DVPH1200B / DVPH2000B / DVPH2400B

Instruction Manual

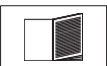
Thank you for choosing Devola

Congratulations on the purchase of your new Devola product. Please read the following instructions carefully and follow them to prevent possible damages. We assume no liability for damage caused by disregard of the instructions and improper use.

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Safety information



Please read the USER MANUAL carefully before operation

Product information

-  **DANGER** - This symbol indicates a high-risk hazard that could lead to serious injury or death. Always follow the safety instructions in this manual to reduce risk.
-  **DO NOT COVER** - Never cover the heater with clothing, towels, or any materials. Do not place magazines, spray cans, or other flammable items within 250mm of the heater. Covering the heater poses a serious fire hazard.
-  **HOT SURFACE** - This symbol means that parts of the heater become very hot during use and remain hot after switching off. Do not touch the heater until it has fully cooled down to avoid burns.

Safety instructions

Please read these important safety instructions carefully before using the heater. They are intended to help prevent fire, electric shock, injury or property damage.

- **Use this heater only as described in this manual.** Any other use may result in fire, electrical shock, or injury. This will also invalidate the warranty.
- Always connect the heater to a **properly earthed 220–240V AC power supply**.
- Only use a **fused 3-pin UK plug (13A)** or connection via a 10A/13A fused spur, installed by a qualified electrician.
- Ensure the **plug and socket are clean** and dry before use.
- **Do not use the heater if the power cord or plug is damaged.** Contact the manufacturer or a qualified professional for repairs.
- Never operate the heater with **wet hands**, or pull the plug out by the cord.
- **Do not extend the power cord** or use extension leads.
- **Keep the power cord away** from the heater body and hot surfaces.
- **Never cover the heater.** Covering it may cause it to overheat and catch fire.
- Do not place the heater:
 - Under curtains or near combustible materials (e.g. furniture, paper, bedding).
 - Within **1.5 metres** of any flammable objects.
 - Directly under a power outlet or terminal box.
- Ensure the heater is installed at **least 1.8 metres above ground level** and **150mm away from walls or ceilings**.
- In damp or coastal areas, check the heater regularly for salt, alkali, or crystal build-up on the surface or heating element.
- If deposits are found, **do not use the heater**. Disconnect the power and allow it to cool before cleaning.
- **Do not use in areas with flammable gases, vapours or dust** (e.g. garages or workshops).

- This appliance is **not intended for use by children** or persons with reduced physical, sensory, or mental capabilities unless supervised.
- **Do not allow children to play with the heater** or remote control.
- **The fire protection grille** must always be installed. It protects against direct contact with the hot element.
- The heater **does not provide sufficient protection for infants** or the infirm without close supervision.
- Ensure the heater is **never positioned where it could fall into water**.
- The switch or controller **must not be reachable from any bodies of water**.
- Do not touch the heater while in use — **it becomes very hot**.
- **Do not insert objects** into the heater.
- **Do not leave the heater on unattended** or while sleeping.
- Before cleaning or repositioning:
 - Switch the heater off.
 - Unplug from the mains.
 - Allow it to cool completely.
- Only clean the exterior with a **soft, slightly damp cloth** — no solvents or abrasives.
- If the heater becomes dusty inside, have it cleaned by a **qualified service engineer**.
- **Do not attempt to open, repair or modify the heater yourself**. Contact the manufacturer.



Warning

Failure to follow these instructions could lead to severe consequences, including explosion, property damage, injury, or even death.

Any individual working on or accessing the refrigerant circuit must possess a valid certification from an industry-accredited authority. This certification ensures that the person is qualified to handle refrigerants safely, in accordance with recognized industry standards, and as recommended by the manufacturer.

Servicing and maintenance should only be performed as per the manufacturer's recommendations. Unauthorized servicing or modifications may pose serious risks and will invalidate any warranties.

Product specifications

Model	DVPH1200B	DVPH2000B	DVPH2400B
Voltage	220-240V~	220-240V~	220-240V~
Current	5.2A	8.7A	10.4A
Power	1200W	2000W	2400W
Product size	770 x 160 x 80 mm	870 x 160 x 80 mm	970 x 160 x 80 mm

For your safety and proper operation of the heater, please follow these installation guidelines carefully.

 This heater must be installed by a qualified electrician.

Minimum Clearances

- To prevent overheating and ensure safe use, maintain the following distances during installation:
- Height from floor: At least 1.8 metres above ground level (to avoid direct contact during use).
- Clearance from ceiling and walls: At least 0.5 metres on all sides.

Installation Position

- The heater can be mounted horizontally or vertically.
- If mounting to a ceiling, the angle must be between 45° and 90°.
- If mounting vertically, ensure the power cord is positioned below the heater.

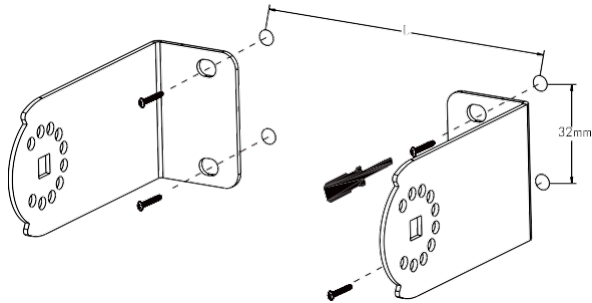
Safety Precautions

- Always disconnect the power supply and allow the heater to cool completely before and during installation.
- Never install the heater on or near flammable surfaces (e.g. wood, softboard, fabric).
- The power cord must never touch the heater body—ensure it is routed safely away from heat and sharp edges.
- If installing outdoors, use a weatherproof, outdoor-rated power outlet.
- Check for hidden wires or pipes before drilling into any surface.

Mounting Instructions

- Use only the mounting bracket supplied by the manufacturer.
- Refer to **Figure A** on the following page for proper bracket installation.

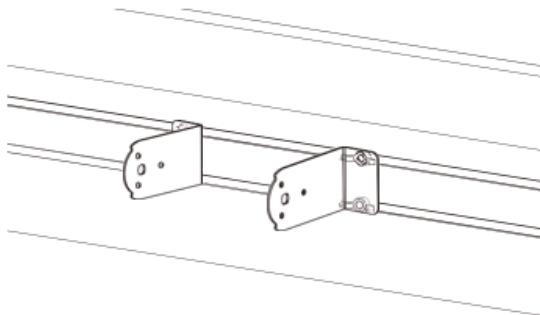
Figure A



1. Remove the wall plugs (expansion rubbers) and screws from the accessory pack.
2. Mark and drill four holes in the wall:
 - o Hole diameter: 8mm
 - o Hole depth: 70mm
 - o Vertical spacing: 32mm apart
 - o Horizontal spacing: between 300mm and 450mm
3. Insert the wall plugs into the drilled holes.
4. Attach the mounting bracket to the wall using the 5×60mm screws provided.

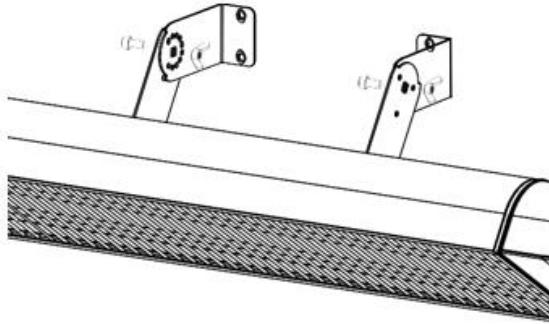
Attaching the bracket to the heater

Figure B



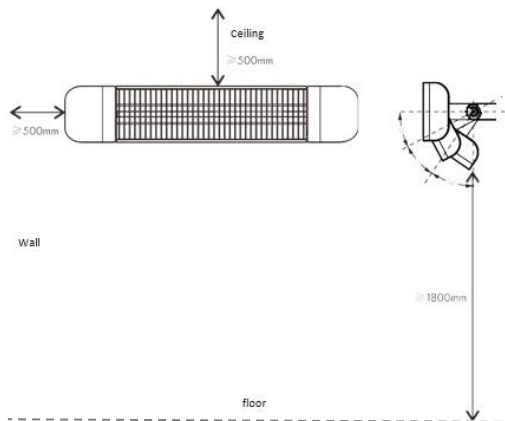
1. Align the wall bracket with the screws on the back of the heater.
2. Place the bracket onto the screws securely.
3. Use the nut from the accessory bag to adjust the bracket into the correct position.
4. Tighten the nut firmly to lock the bracket in place and prevent it from loosening.

Figure C

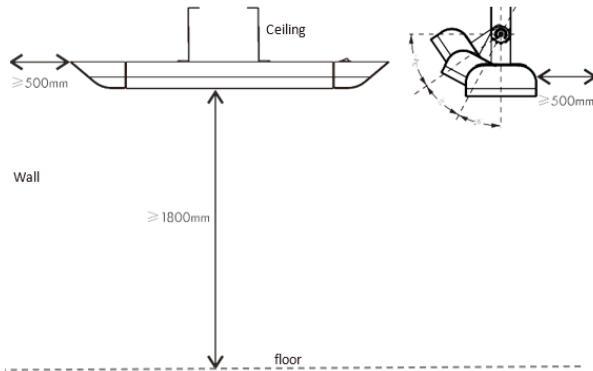


1. Align the wall-mounted bracket with the bracket attached to the back of the heater.
2. Adjust the heater to your desired angle or position.
3. Use the nut and screw from the accessory pack to connect and secure the two brackets together.
4. Tighten firmly to ensure the heater is stable and will not loosen over time.

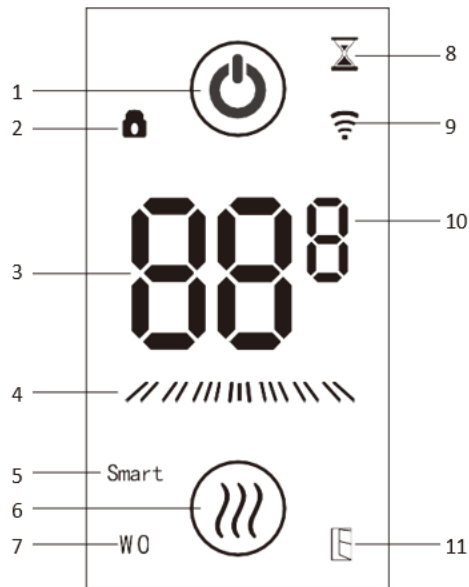
Mounting clearances



1. Leave at least 500mm above the heater (ceiling clearance).
2. Leave at least 500mm on both sides (wall clearance).
3. Mount the heater at least 1.8 metres from the floor.

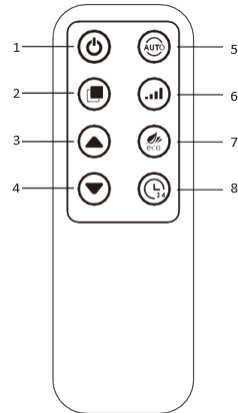


1. Choose a flat, solid wall or ceiling.
2. Use the included bracket and screws.
3. Mount the heater horizontally or vertically (see diagrams).
4. Make sure the power cable stays clear of the heater body.
5. Tighten all fixings so the heater is secure and stable.



No.	Name	Function
1	Power Icon	Indicates that the heater is powered on.
2	Child Lock Icon	Shows that the child lock feature is active and controls are disabled.
3	Temperature Display	Displays the current set temperature.
4	Heating Level Indicator	Shows the current heating level or gear setting.
5	Intelligent Heating Mode Icon	Indicates that intelligent or eco heating mode is active.
6	Operation Indicator	Confirms that the heater is actively running.
7	Open Window Detection Icon	Indicates that a sudden drop in temperature has triggered this feature.
8	Timer Active Icon	Shows that a countdown timer is currently set and active.
9	Wi-Fi Icon	Indicates connection status to a Wi-Fi network.
10	Temperature Unit Indicator	Displays whether temperature is shown in °C or °F.
11	Open Window Response Indicator	Blinks or displays when open window detection is triggered and active.

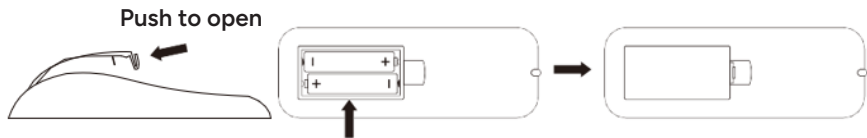
No.	Name
1	On/Off Button
2	Set Button
3	Up Button
4	Down Button
5	Smart Heating Button
6	Heat Level Adjustment
7	Display Button
8	Timer Button



Installing Batteries in the Remote

Note: The remote control does not include batteries. It requires 2 × AAA 1.5V batteries.

1. Press the release tab and lift the battery compartment cover.
2. Insert two AAA batteries, ensuring the positive (+) and negative (-) ends match the markings inside the compartment.
3. Close the battery cover securely until it clicks into place.










Please read and follow the instructions below carefully to ensure safe and effective use of the heater.





Getting Started

- **Plug in the Heater** - Connect the heater's power cord to a suitable mains socket that matches the voltage and current rating on the unit's nameplate.
- **Check Master Power** - Ensure the Master Power Switch on the side of the heater is in the OFF position before plugging in.


Setting the temperature

1. Press the Power button  on the remote to turn the heater ON or OFF.
2. Press the Heat Level button  to select the desired heat output. The display will show longer bars to indicate higher heat levels.
3. Use the Up  and Down  buttons to set the room temperature between 5°C and 45°C.
4. Press the Set button  and the Up button  together to switch the temperature unit between °C and °F. Double press the Display button to turn off the display (only the heating symbol will remain visible).
5. Press the Display button  once to show the set temperature for 5 seconds.



Timer function

1. To set a timer, press the Timer button  then use the Up  and Down  buttons to adjust the timer duration from 1 to 24 hours.
2. The heater will automatically turn OFF after the set time expires.
3. To cancel the timer, press the Timer button  until the timer symbol disappears from the display.



Smart mode

1. Press the Smart Heating button  to activate smart mode.
2. The heater will automatically adjust the heating level based on the current ambient temperature and the set temperature.



Child lock

1. Press the Set button  then the Power button  to activate the Child Lock function. This prevents unauthorised operation.
2. Press the same combination again to deactivate the child lock.

Open window detection

1. Press the Set button  followed by the Power button  to activate Open Window Detection.
2. The window detection icon will appear on the display when this function is active .
3. If the ambient temperature drops by 3°C within 2 minutes, the heater will stop heating and the icon will remain lit.

Wi-Fi operation

1. **Download the App**
 - Scan the QR code or search for “Smart Life” in your app store to install it.
2. **Enable Phone Functions**
 - Make sure your Bluetooth and Location are enabled, and your phone is connected to the same Wi-Fi network you want to use for the heater.
3. **Pair the Heater with the App**
 - Press and hold the Set button  and the Down button  on the remote until the Wi-Fi indicator appears on the heater's screen.
 - Open the Tuya Smart app, tap the “+” symbol, and follow the instructions to add the device.





Please follow the cleaning and maintenance instruction carefully. Failure to follow these guidelines may void your warranty.

Before you begin

- Always switch off the heater and unplug it from the socket before cleaning.
- If the heater is hardwired directly into the mains, it must be switched off at the isolator or circuit breaker before any cleaning begins.
- Allow the heater to cool down completely before handling or cleaning.

Cleaning the heater

- Only the exterior surface of the heater should be cleaned by the user.
- Use a soft, dry cloth for routine cleaning.
- If the heater is heavily soiled, use a mild cleaning agent and a slightly damp cloth. Wipe gently to avoid damaging the surface.
- Never spray water or any liquid directly onto the heater.
- Do not touch the heating element with your fingers. Natural oils can reduce its lifespan. If touched, wipe the element carefully with a soft, damp cloth.
- If dust or debris accumulates inside the heater or on the heating element, do not attempt to clean it yourself. Contact a qualified service technician as recommended by the manufacturer.
- Operating the heater in an unclean or obstructed condition may lead to damage or reduced performance and may void the warranty.

Storage

- If the heater will not be used for a long period, especially in humid or coastal areas, make sure it is:
 - Fully cleaned and dried
 - Stored in safe packaging to protect against dust and moisture
 - Kept in a dry, indoor location out of reach of children
- When not in use, you may also remove the heater from its mounting position and store it safely as above.
- By following these steps, you'll help maintain the performance, appearance, and safety of your heater for years to come.

Repairs and servicing

- The heater contains no user-serviceable parts.
- Do not attempt to repair or modify any electrical or mechanical components.
- If the heater is damaged, defective, or not working correctly, return it to the retailer or contact a qualified service professional.

Extend your Devola warranty for free

Register your product within 30 days of purchase

When you register your Devola product on our website within 30 days of purchase, we'll extend your standard manufacturer's warranty by an additional 12 months from the point of purchase – completely free of charge.

Register on the Devola website using the QR code below



If your product develops a fault within the warranty period, we'll either:

- Repair it at no extra cost
- Replace it with a new or refurbished dehumidifier of similar condition
- Cover any necessary postage costs

Please note:

- The warranty does not cover issues caused by general wear and tear, improper use, or damage not resulting from defects in materials or workmanship.
- Tampering with or opening the product will void your warranty.

If something goes wrong, get in touch with our **Customer Care Team** first. They'll guide you through the warranty process and ensure things are resolved smoothly



UK
CA



Recycle unwanted materials instead of disposing of them.
All appliances and packaging should be sorted and tendered
at a regional recycling centre and be processed in an
environmentally friendly manner.

Product registration.

Register your warranty online
within 30 days of purchase.

www.devola.co.uk/warranty

Technical details.



Support.

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