BN thermic

INSTRUCTIONS FOR:-
2 LAMP MULTI HEATER CONTROL BOX
Model:- HC2v1

Thank you for purchasing a BN Thermic product. Manufactured to a high standard, this product will, if used according to these instructions and properly maintained, give you years of trouble free performance.

REGISTER: PLEASE REGISTER THIS PRODUCT ONLINE TO ACTIVATE YOUR GUARANTEE AT www.bnthermic.co.uk

IMPORTANT: PLEASE READ THESE INSTRUCTIONS, NOTE THE SAFE OPERATIONAL REQUIREMENTS, WARNINGS, AND CAUTIONS. USE THIS PRODUCT CORRECTLY, AND WITH CARE FOR THE PURPOSE FOR WHICH IT IS INTENDED. FAILURE TO DO SO MAY CAUSE DAMAGE AND/OR PERSONAL INJURY AND WILL INVALIDATE THE WARRANTY.

1. SAFETY INSTRUCTIONS

1.1 ELECTRICAL SAFETY

WARNING! It is the responsibility of the owner and the operator to read, understand and comply with the following:-

An electrician experienced and qualified in wiring appliances to 3 Phase power supplies MUST be used to connect this control box.

You must check all electrical products, before use, to ensure that they are safe. You must inspect power cables, plugs, sockets and any other connectors for wear or damage. You must ensure that the risk of electric shock is minimised by the installation of appropriate safety devices. A Residual Current Circuit Breaker (RCCB) should be incorporated in the main distribution board.

You must also read and understand the following instructions concerning electrical safety.

- The Health & Safety at Work Act 1974 makes owners of electrical appliances responsible for the safe condition of those appliances and the safety of the appliance operators. If in any doubt about electrical safety, contact a qualified electrician.
- Installation should always be carried out by a qualified electrician in accordance with current electrical regulation.
- Ensure that the cables are always protected against short circuit and overload.
- Regularly inspect the power supply cables for wear or damage and check all connections to ensure that none are loose.
- Important: Ensure that the voltage marked on the appliance matches the power supply to be used.
- DO NOT use worn or damaged cables or connectors. Immediately have any faulty item repaired or replaced by a qualified electrician.
- The unit should be protected by a suitably rated isolator and MCB's.
- This control box is only suitable for indoor use.

1.2 GENERAL SAFETY INSTRUCTIONS

✓ Remove all packaging and store it away from children.

✓ Familiarise yourself with the applications and limitations of the controller.

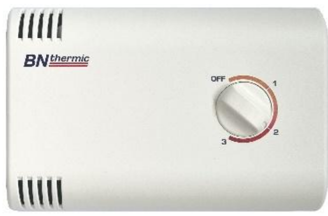
X **DO NOT** use in areas where hazardous gasses or dusts may be present.

X **DO NOT** disassemble the control box for any reason. It must be checked by qualified personnel only.

X **DO NOT** use this control box to perform a task for which it has not been designed.

HC-B
Run-down Timer
(Add-on for HC-C1)

HC-TMRS
IP66 Rough Service
Control Switch



HC-C1
Control Switch

2. INTRODUCTION & SPECIFICATION

The HC2 control box provides variable output control of halogen heaters from a single point. This approach allows the intensity of heat to be adjusted by means of a simple wall-mounted controller, enhancing comfort and improving economy. It incorporates "soft start" which reduces shock loads on the power supply and increases lamp life by up to 10%. By using additional HC2 control boxes, the number of heaters controlled from a single point is almost endless. All control connections are made by Cat5 cable for super-quick and error-free installation. Frost thermostats and a countdown / run-down timer can easily be added to make this controller fully compatible with your exact requirements. Each system requires one of the controllers listed below, stock code: - HC-C1 or HC-CRS or HC-TMRS

Applications

Typical applications include Factories, Warehouses, Churches, Sports Halls and Workshops.

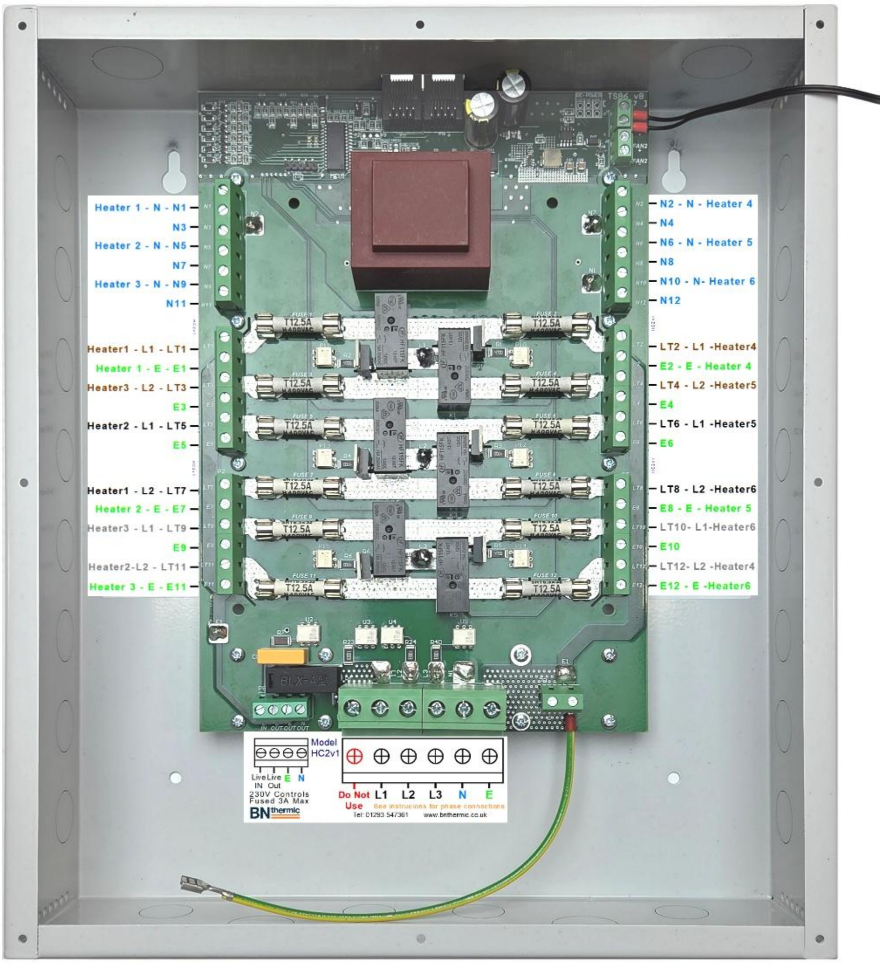
Model No	HC2v1
Input Supply	380-415V 50Hz AC 3 Phase + Neutral
Maximum Power (using 6 x HN3-30 Heaters)	18kW 75A (6kW 26A per Phase)
Dimensions (W x H x D)	280 x 320 x 80mm
Max Mains Terminal Capacity	6.0mm²
Max Heater Terminal Capacity	4.0mm²
Fuse (each lamp)	12A or 12.5A
Weight	3.9kg
Case Knockouts	4 x 25mm, 24 x 20mm (25mm can be increased to 32mm using a stepped or taper drill)
Standard Controller Add on Run-down Timer	HC-C1 HC-B 5 - 120 Minutes countdown timer (can only be used if HC-C1 purchased)
Rough Service IP66 rated Controller	HC-CRS
Rough Service IP66 rated Controller With count down timer incorporated	HC-TMRS – Includes 5 - 120 Minutes countdown timer
Cat5 Cables	Available from BN Thermic, stock codes:- 5M – DX05, 10M – DX10 and 20M – DX20

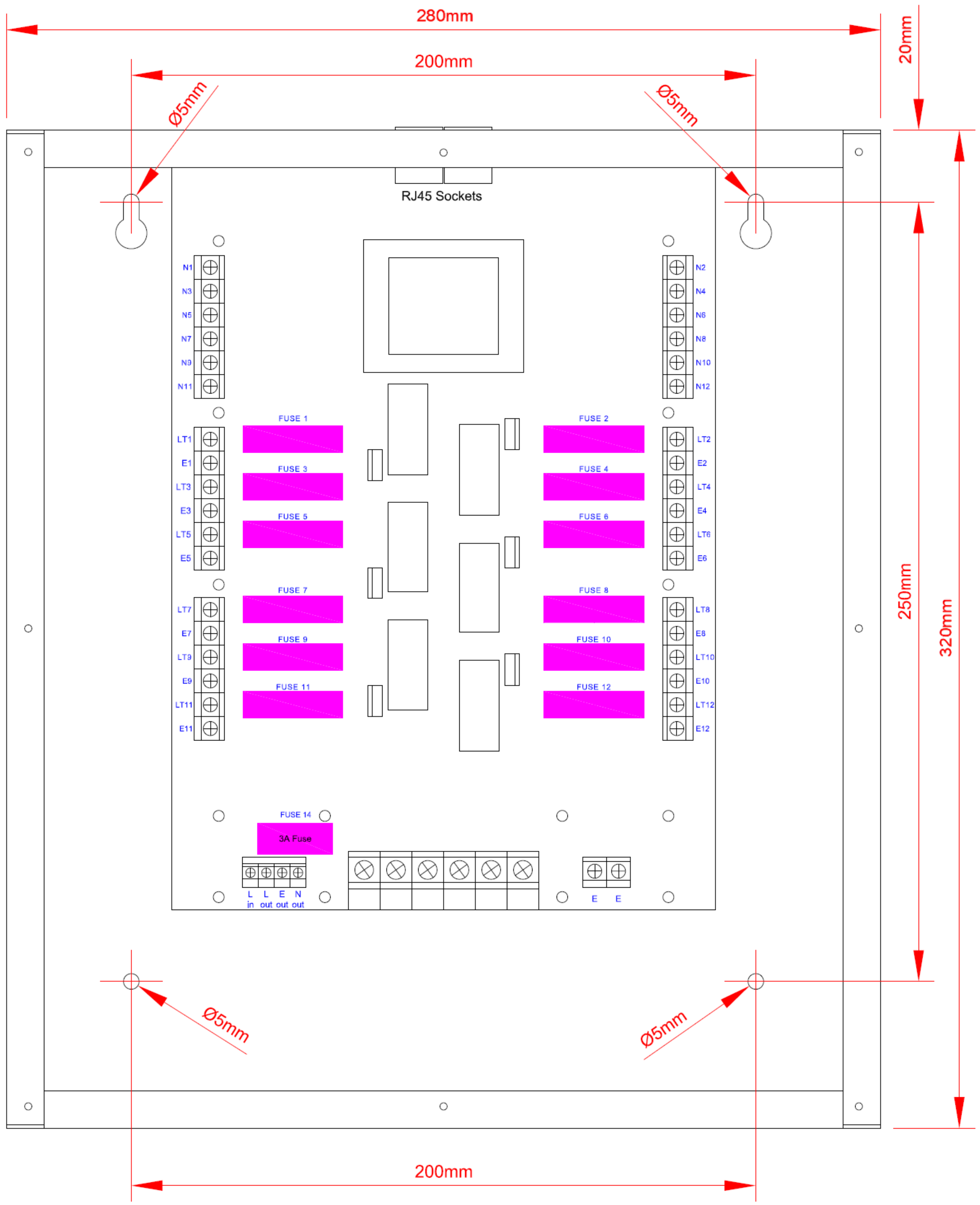
3. INSTALLATION

Mechanical Fixing

Do NOT use power tools to undo or do up electrical terminal screws or the front cover screws.

1) Remove the front cover, taking care to disconnect the earth wire connected to the inside Lid and the black wire plug connecting to the fan PCB.
2) Carefully remove any knockouts where you require holes. Knockouts are either 20 or 25mm dia. Should you require a 32mm hole, gently open out a 25mm hole using a taper drill or step drill. Be careful you do not touch the delicate circuit board.
3) Mount the control box using the 4 holes shown, away from any direct source of heat but ideally in the centre of the group of heaters being controlled by this box. By mounting in the centre, you can keep installation costs down by reducing the cable length required to each heater.
4) Once all the heaters are connected to the box, refit the earth cable and the black fan cable to the front cover.
5) Now replace the front cover making sure the earth cable and black cable are not trapped.
6) Secure the cover using all 8 screws.




280mm
200mm
20mm
Ø5mm
Ø5mm
RJ45 Sockets
N1
N3
N5
N7
N9
N11
N2
N4
N6
N8
N10
N12
FUSE 1
FUSE 2
FUSE 3
FUSE 4
FUSE 5
FUSE 6
FUSE 7
FUSE 8
FUSE 9
FUSE 10
FUSE 11
FUSE 12
LT1
E1
LT3
E3
LT5
E5
LT2
E2
LT4
E4
LT6
E6
LT7
E7
LT9
E9
LT11
E11
LT8
E8
LT10
E10
LT12
E12
250mm
320mm
FUSE 14
3A Fuse
L in
L out
E out
N out
E
E
Ø5mm
Ø5mm
200mm

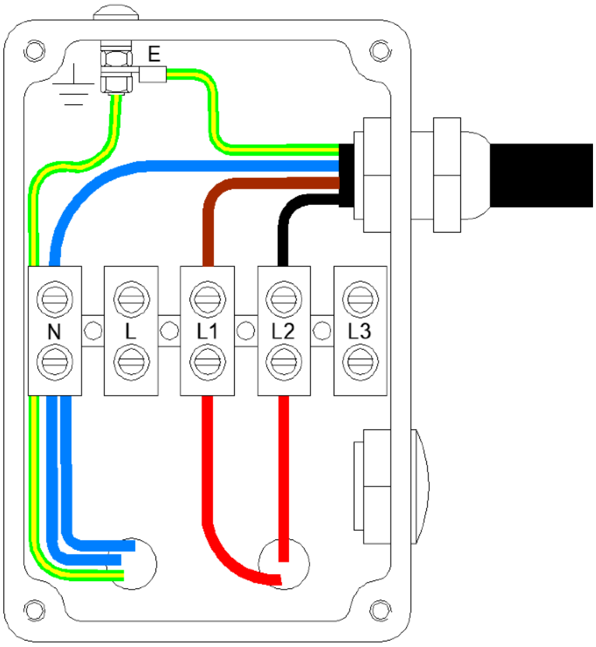
4. ELECTRICAL CONNECTIONS

ISOLATE MAINS SUPPLY BEFORE COMMENCING ANY INSTALLATION WORK.

Please make sure you have read the safety instructions and that you are a suitably qualified electrician familiar with 3 phase wiring before continuing.
Drawings opposite show the connection of each heater to the HC2v1 control box and the mains cable connection.

2 Lamp Heater Wiring

Each heater should be wired as per drawing to the right. This means removing the existing mains cable and replacing it with a 4 core cable. For cable lengths of less than 25m we recommend using minimum of 1.5mm² per core. If you require longer lengths of cable between heater and control box, check size using voltage loss calculations. Please attach 1 x Yellow warning label to each heater electrical box once you have changed the cable. (6 labels are supplied with this controller).



2 Lamp Halogen Heater
Connection Box
(Heater No1 Shown)

Connecting Heaters to the Control Box

Using drawing on opposite page wire each heater to the control box as follows:-
Connect Heater 1 terminal L1 – LT1, L2 – LT7, N – N1 and E – E1.
Connect Heater 2 terminal L1 – LT5, L2 – LT11, N – N5 and E – E7.
Connect Heater 3 terminal L1 – LT9, L2 – LT3, N – N9 and E – E11.
Connect Heater 4 terminal L1 – LT2, L2 – LT12, N – N2 and E – E2.
Connect Heater 5 terminal L1 – LT6, L2 – LT4, N – N6 and E – E8.
Connect Heater 6 terminal L1 – LT10, L2 – LT8, N – N10 and E – E12.

If you use fewer than 6 heaters connect in order 1,2,3 etc

Mains Cable Wiring

If connecting 6 x HN3-30 3kW Halogen Heaters to this control box total load is 18KW = 6kW per phase or 26A per phase

A) Using one or the first control box

Ensure you are using a suitable mains cable for the total load required.
Connect Phase 1 – L1
Connect Phase 2 – L2
Connect Phase 3 – L3
Connect Neutral – N
Connect Earth – E

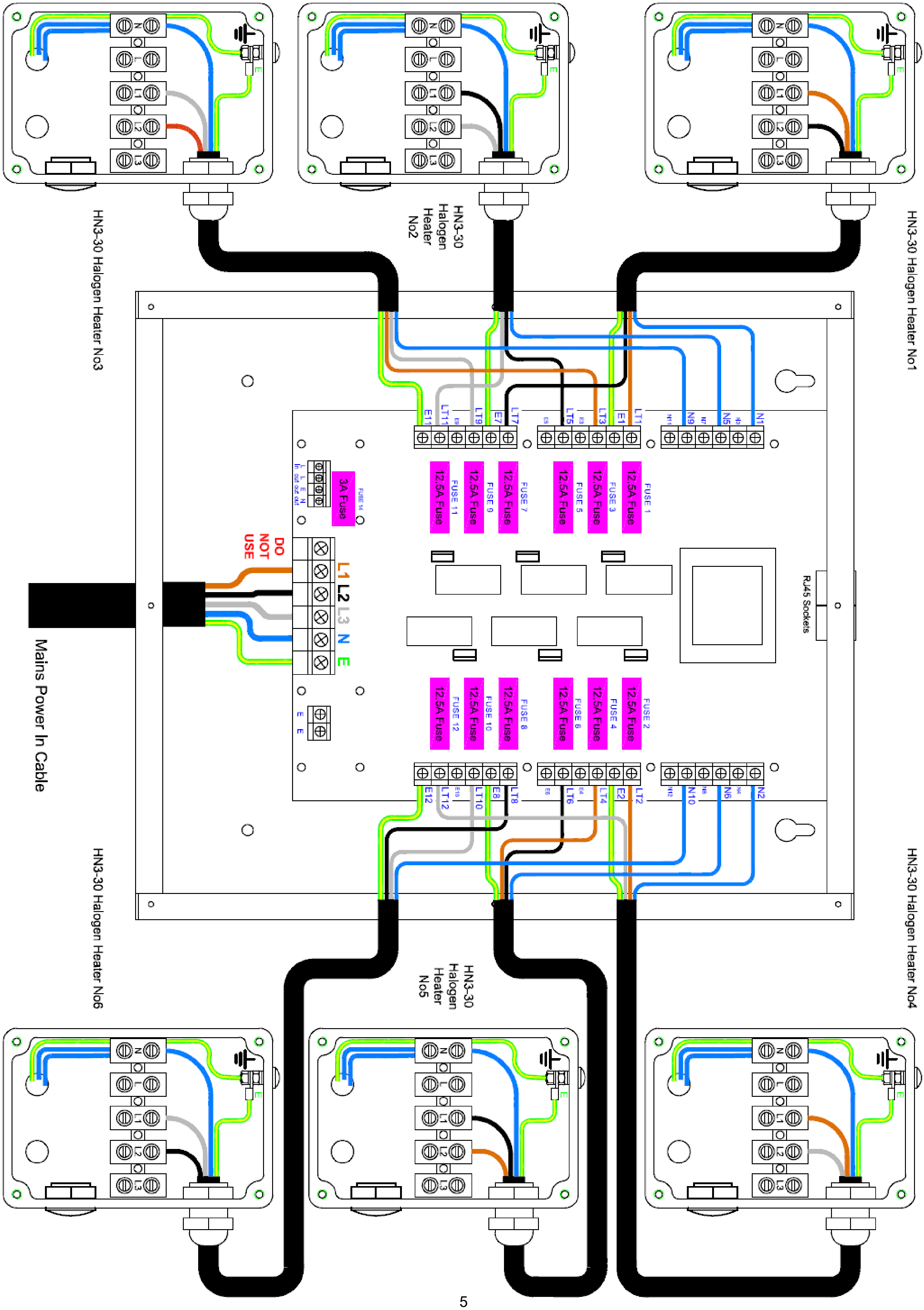
B) Using multi control boxes

Please follow the instructions for wiring multi control boxes on Page 6.
Failure to follow the instructions for multi control boxes will mean your system could be badly balanced across all 3 phases.

Network Cables

Network sockets on the control boxes are bi-directional. This means that either may be used for in or out. One socket has a plug already in place this is solely to be used to stop objects falling into the socket if not being used. Remove if you require to use the socket. See section 6 to 9 for more information.

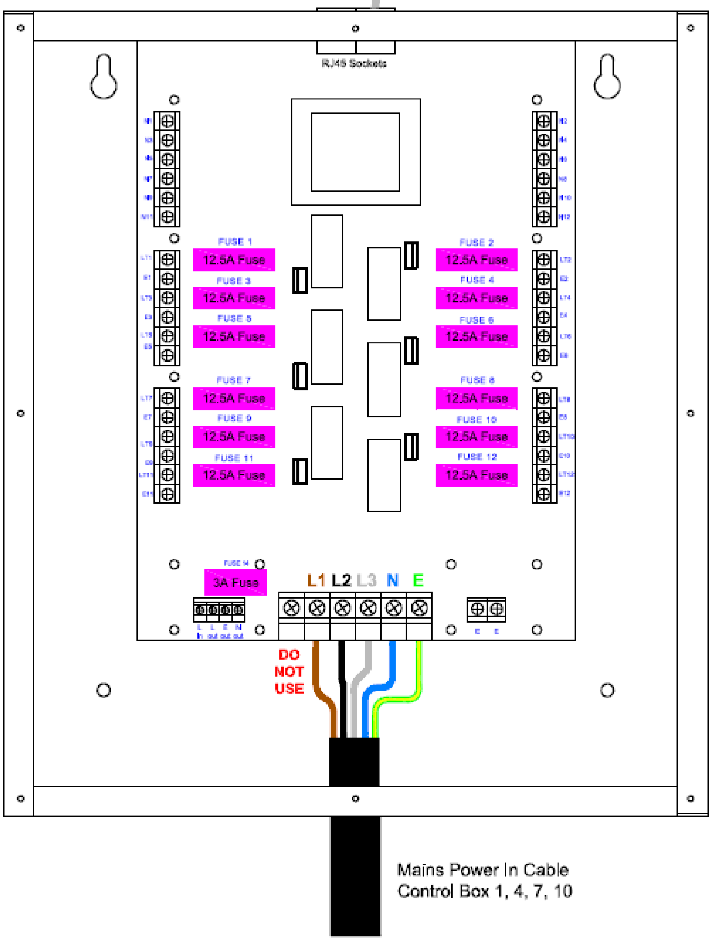
PLEASE CHECK ALL CONNECTIONS BEFORE TURNING ON AS INCORRECT WIRING IS NOT COVERED BY THE GUARANTEE

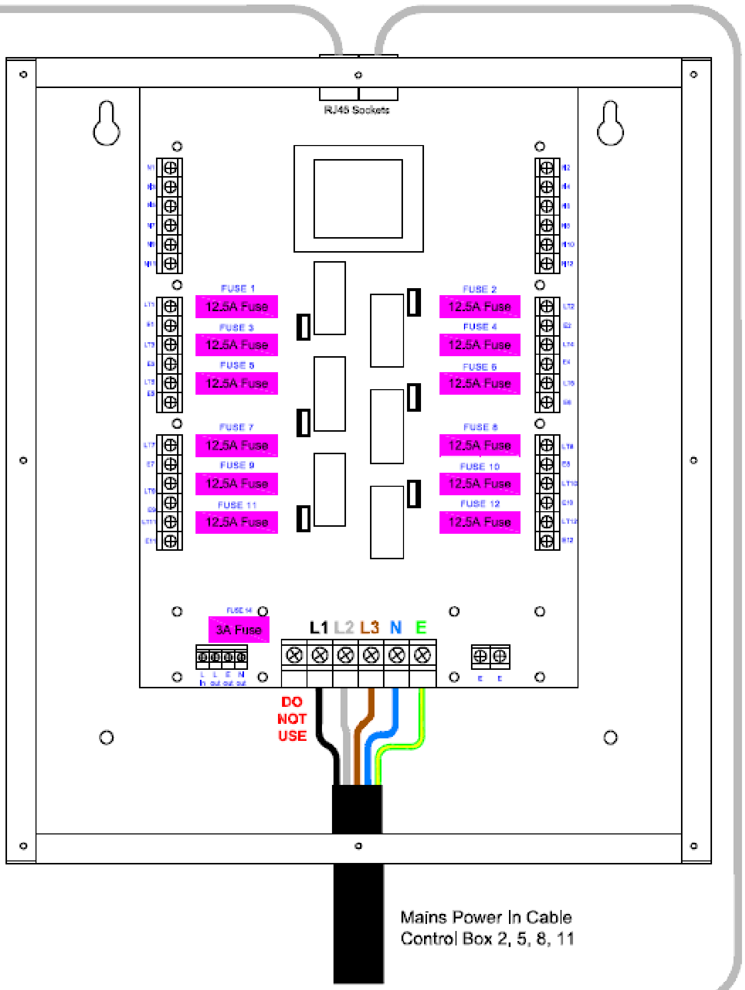


HN3-30 Halogen Heater No1
HN3-30 Halogen Heater No2
HN3-30 Halogen Heater No3
HN3-30 Halogen Heater No4
HN3-30 Halogen Heater No5
HN3-30 Halogen Heater No6
Mains Power In Cable
DO NOT USE
L1 L2 L3 N E
RJ45 Sockets
FUSE 1 12.5A Fuse
FUSE 2 12.5A Fuse
FUSE 3 12.5A Fuse
FUSE 4 12.5A Fuse
FUSE 5 12.5A Fuse
FUSE 6 12.5A Fuse
FUSE 7 12.5A Fuse
FUSE 8 12.5A Fuse
FUSE 9 12.5A Fuse
FUSE 10 12.5A Fuse
FUSE 11 12.5A Fuse
FUSE 12 12.5A Fuse
FUSE 14 3A Fuse

5. USING MULTI CONTROL BOXES

If you are using more than one control box, please follow the wiring diagram below to help keep a balanced load on all phases.



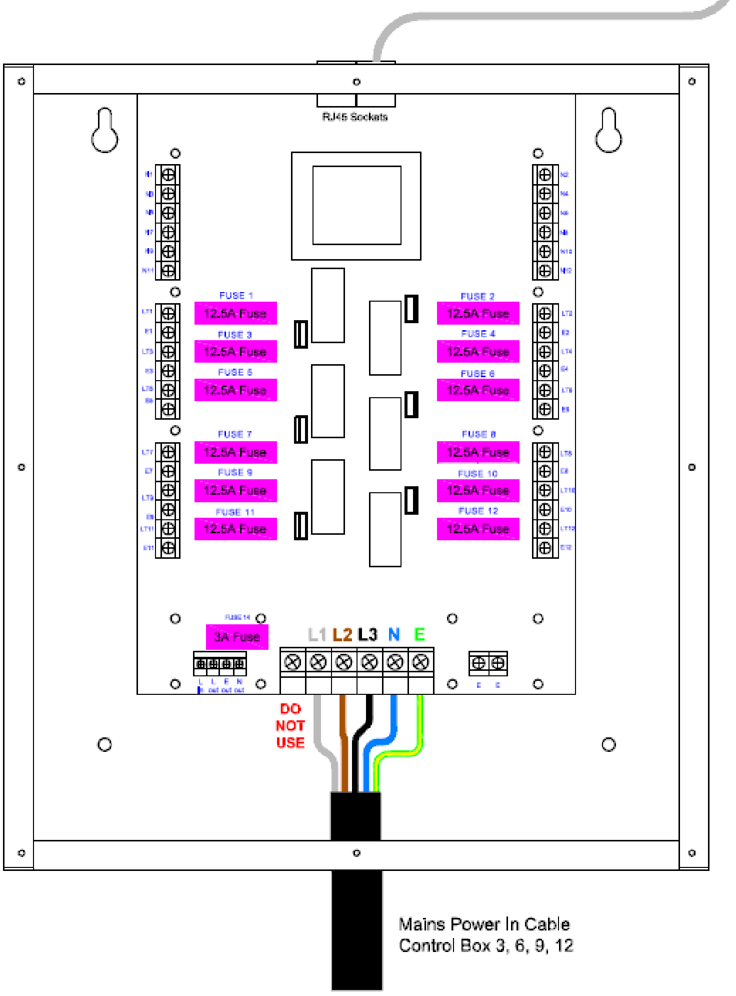


Mains Power Connections

	Terminal L1	Terminal L2	Terminal L3
1st Control Box	Phase 1	Phase 2	Phase 3
2nd Control Box	Phase 2	Phase 3	Phase 1
3rd Control Box	Phase 3	Phase 1	Phase 2
4th Control Box	Phase 1	Phase 2	Phase 3
5th Control Box	Phase 2	Phase 3	Phase 1
6th Control Box	Phase 3	Phase 1	Phase 2
7th Control Box	Phase 1	Phase 2	Phase 3
8th Control Box	Phase 2	Phase 3	Phase 1
9th Control Box	Phase 3	Phase 1	Phase 2
10th Control Box	Phase 1	Phase 2	Phase 3
11th Control Box	Phase 2	Phase 3	Phase 1
12th Control Box	Phase 3	Phase 1	Phase 2

For each box also connect the following:-
Blue Wire (Neutral) to the N Terminal
Earth Wire (Yellow / Green) to the E Terminal

PLEASE CHECK ALL CONNECTIONS BEFORE TURNING ON AS INCORRECT WIRING IS NOT COVERED BY THE GUARANTEE



6. ADDING THE HC-C1 CONTROLLER

Model	HC-C1
Dimensions (W x H x D)	120 x 80 x 35mm
Run-down timer (optional extra)	HC-B

The controller is designed to work in conjunction with 2 Lamp Halogen Heaters. It allows each heater to have 1 Lamp or 2 Lamps operating and thereby changing the heat output to either 1/2, or full heat. All heaters follow suit. If you are using this wall controller with multi control boxes you can turn the power off or isolate any control box and the remaining boxes will continue to operate without changing any of the control link cables. This is a design feature of the system. Note:- Switch 2 and 3 perform the same function.

Location of HC-C1 Controller

The HC-C1 can be mounted anywhere that you can run a network cable to. Recommended maximum length of network cable between the controller and control box is 50 meters.

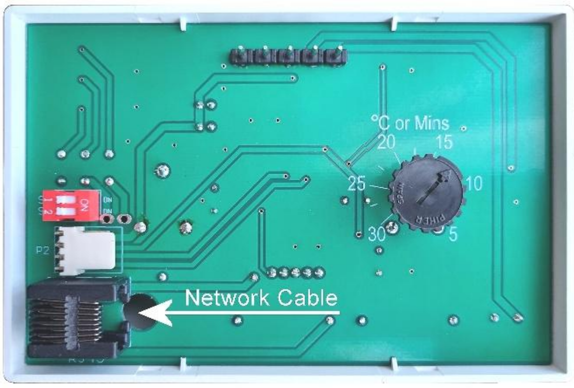
Mounting of HC-C1 Controller

To remove the back plate from the front of the controller gently push the bottom of the back plate whilst gently prising the front panel away. The bottom of the controller must be released from the back plate first before gently unclipping the top.

Screw to the wall ensuring the “UP arrows” are pointing the correct way and the green terminal block is at the top.

The HC-C1 can also be mounted on a single gang flush wiring box using the 2 x semi-circular slotted holes in the back. DO NOT overtighten the fixing screws as you will deform the box and the connection block in the back will not engage with the circuit board correctly.

HC-C1 Controller Connections



A network cable is used to connect the wall controller to any of the control boxes. Then connect the remaining boxes in a daisy chain formation (read notes below regarding cables).

- We recommend you use our network cables as they have been thoroughly tested with all heaters and controllers and are totally compatible.
- Problems arising from using non-standard or inferior network cables are not covered by the guarantee.
- Network cables with “wings” on the boot connections will not fit into the controller socket.

Bring sufficient length of network cable through one of the knockouts in the back plate to allow a lazy loop to be formed before plugging into the network cable socket on back of the circuit board.

If you are fitting a run-down timer see section 10.

If you are NOT fitting an additional 7 Day timer or digital thermostat to the controller leave the link between T1 and T2 in the back plate.

To refit the front panel to the back

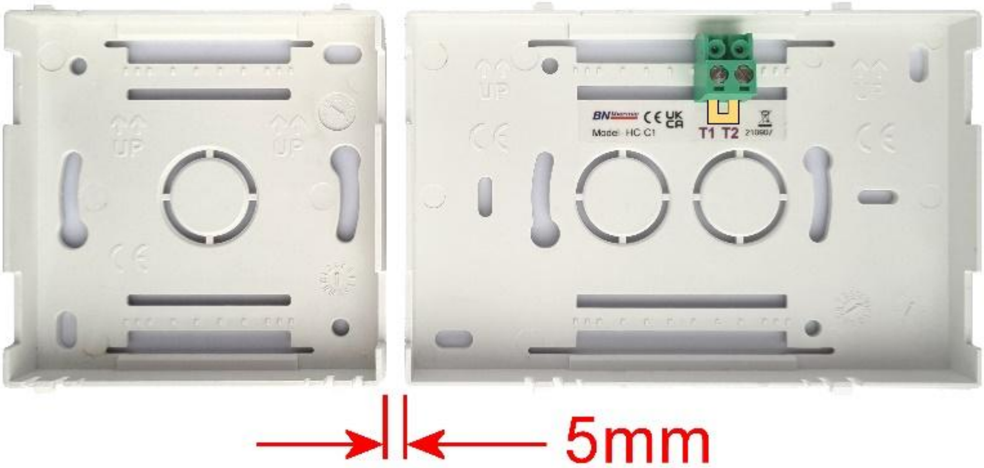
Locate the 2 holes on the top of the front cover onto the two lugs on the top of the back box. Now gently click the bottom of the front cover onto the back box. No force should be applied if the front cover does not fit easily the network cable is possibly caught, please check before trying again.

7. ADDING THE RUN-DOWN TIMER (HC-B)

Model	HC-B
Dimensions (W x H x D)	60 x 80 x 35mm
Run-down time	5 – 120 minutes
Other Features	Hold in button to stop. Can only top up time 2 minutes before turn off. LED Indicator

The run-down timer allows the system to turn off after a pre-set run-down time. This time is variable between 5 minutes and 120 minutes.

Positioning the HC-B Timer



The start push button should be positioned to the left or right of the controller leaving a 5mm gap between the back boxes.

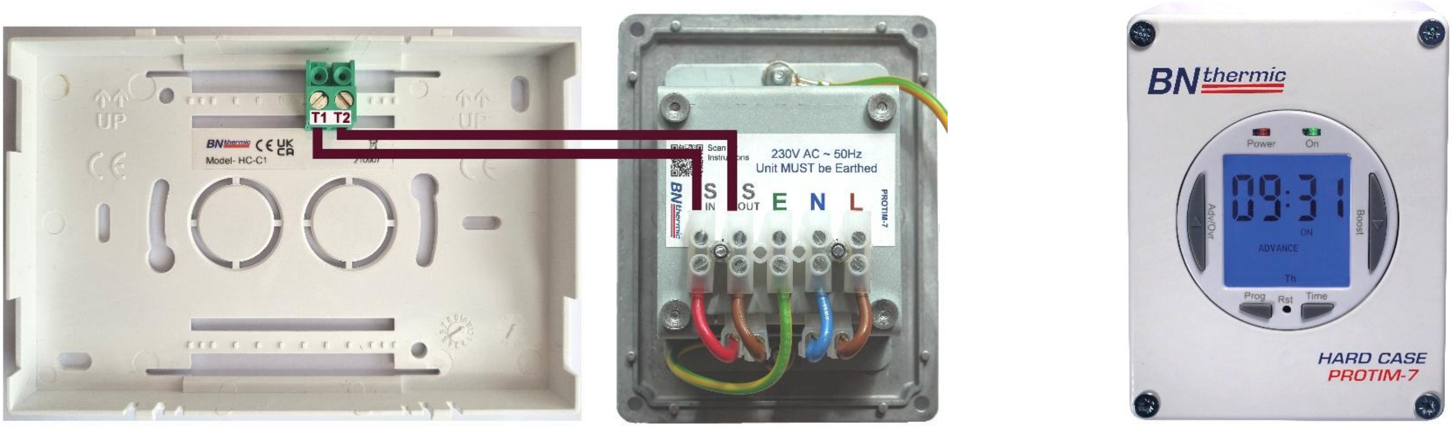
A small slot needs to be made in the back boxes to allow the push button cable to run between them. Place the white plug into the white socket on the back of the green circuit board (labelled P2). Please note that this plug only fits one way round.

Operation

1) Set the run-down time you require (5 – 30 minutes) before closing the boxes by rotating the black knob on the back of the circuit board. You can then add another 30 minutes or 60 minutes by turning the red switches on or off. Switch (S1) adds another 60 minutes if on, switch (S2) adds another 30 minutes if on. e.g., if you require 20 minutes set the rotary knob to 20 and make sure S1 and S2 are off. If you require 40 minutes set the rotary knob to 10, set S2 on and set S1 off. If you require 110 minutes set the rotary knob to 20 and set both S1 and S2 to on.
2) After turning the power on to all the control boxes the heaters will not come on until the push button is pressed.
3) Select 1or 2 lamps on the rotary switch and then press the start button. The button will illuminate blue, and the heaters will come on according to how the rotary switch is set. Note: - If the rotary switch is off the push button will not operate. Selecting 2 or 3 perform the same function of turning 2 lamps on.
4) 2 Minutes before the run-down period is due to finish, the button will slowly flash allowing the button to be pressed again giving an uninterrupted reset of the pre-set run-down period. If you do not press the button the heaters will then turn off awaiting another press of the button. Pressing the button before the last 2 minutes will NOT top up the run-down time.
5) If during the run-down period, you decide you don’t want any more heat, either turn the heaters off by rotating the knob to off or hold in the button for 3 seconds and the heaters will turn off.
6) As a safety feature the heaters cannot be turned on and off more than 3 times in any 5 minute period. If this is exceeded, the light will flash rapidly for approximately 5 minutes before allowing the button to be pressed again.

The following optional devices allow the controller or run-down timer to operate. Should you not have a run-down timer and if the selector switch is set to 1, 2 or 3 lamps, these will come on as soon as the optional control device turns on. All lamps turn off when these devices turn off.

8. USING A TIMER (PROTIM-7) WITH THE HC-C1 CONTROLLER



You may control your heating system by adding a PROTIM-7 timer to the control circuit. We do not recommend adding other timers as it MUST be a “Zero Volt” type timer and NOT have a 230V output. If you wish to use another manufacturer’s timer, please contact us first.

1) Remove the existing link between T1 and T2.
2) Using any insulated copper wire connect between Terminals T1 and SIN of the timer.
3) Using any insulated copper wire connect between Terminals T2 and SOUT of the timer.
4) Connect terminals L, N & E of the timer to a 230V 3A fused spur box.

PLEASE CHECK ALL CONNECTIONS BEFORE TURNING ON AS INCORRECT WIRING IS NOT COVERED BY THE GUARANTEE

9. USING A PROGRAMMABLE ROOM THERMOSTAT (PROSTAT2) WITH THE HC-C1 CONTROLLER

You may control your heating system by adding a PROSTAT2 digital thermostat including 7 day timer to the HC-C1 controller. We do not recommend adding other thermostat / timers as it MUST be a “Zero Volt” type and NOT have a 230V output. If you wish to use another manufacturer’s thermostat / timer, please contact us first.

1) Remove the existing link between T1 and T2.
2) Using any insulated copper wire connect between Terminals T1 and Terminal 3 of the thermostat.
3) Using any insulated copper wire connect between Terminals T2 and Terminal 2 of the thermostat.

10. ADDING THE HC-CRS ROUGH SERVICE CONTROLLER

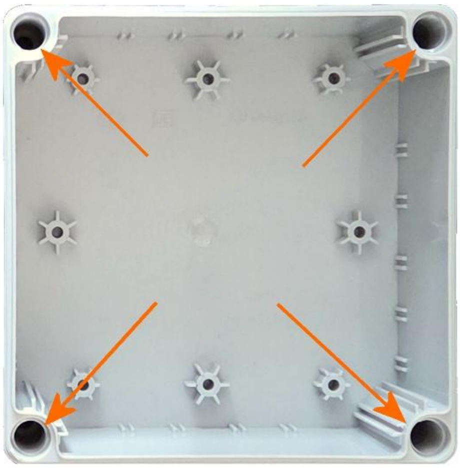
Model	HC-CRS
Dimensions (W x H x D)	125 x 125 x 75mm (90mm inc knob)
Ingress Protection	IP66
Special Feature	Supplied with an IP66 split insert cable gland that allows premade network cables to be used.

This heavy duty rough service controller is designed to work in conjunction with 3 Lamp Halogen Heaters. With an IP rating of IP66 it can be used inside or outside. The controller allows each heater to have 1 Lamp or 2 Lamps operating and thereby changing the heat output to either 1/2, or full heat. All heaters follow suit. If you are using this wall controller with multi control boxes you can turn the power off or isolate any control box and the remaining boxes will continue to operate without changing any of the control link cables. This is a design feature of the system.

Location of HC-CRS Controller

The HC-CRS can be mounted anywhere that you can run a network cable to. Recommended maximum length of network cable between the controller and control box is 50 meters.

Mounting of HC-CRS Controller



Remove the front cover by undoing the 4 corner screws.

You may at this stage decide to drill the 20mm hole for the supplied cable gland for installing the network cable.

Note that the cable gland is special in that the inner black sealing bush is split and allows a premade plugger network cable to be fitted without removing the plug.

To maintain the IP66 rating use the 4 corner holes in the back enclosure to mount the controller (shown with orange arrows). Other holes may be drilled BUT if using outside them must be made waterproof.

The four corner holes are positioned on 110mm x 110mm centres,

DO NOT overtighten the fixing screws.

HC-CRS Controller Connections

A network cable is used to connect the wall controller to any of the control boxes. Then connect the remaining boxes in a daisy chain formation (read notes below regarding cables).

- We recommend you use our network cables as they have been thoroughly tested with all heaters and controllers and are totally compatible.
- Problems arising from using non-standard or inferior network cables are not covered by the guarantee.

Bring sufficient length of network cable through the cable gland to allow a lazy loop to be formed before plugging into the network cable socket on back of the circuit board.

Please ensure the green terminal block / plug is connected to the first 2 pins (as shown in picture.

If you are fitting an additional 7 Day timer (See section-8) or digital thermostat (See section-9) to the controller they connect to the green plug.

Refit the front cover using the 4 x corner ensuring the network cable is not caught between the lid and the back of the enclosure.

HC-CRS Controller Operation

Rotate the knob to select 1 or 2 Lamps. To turn off rotate knob to off. Selecting 2 or 3 performs the same function.

Please note that you can only turn the heaters ON and OFF 3 times in any 5 minute period otherwise the circuit board stops working for a 2 minute period. This is a deliberate design feature and will not occur during normal usage.

11. ADDING THE HC-TMRS ROUGH SERVICE TIMER CONTROLLER

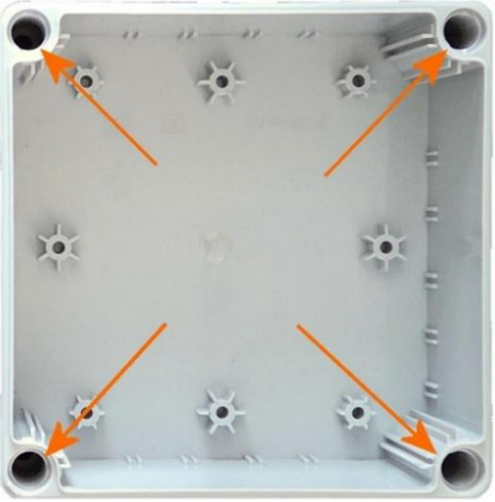
Model	HC-TMRS
Dimensions (W x H x D)	125 x 125 x 75mm (90mm inc knob)
Countdown Timer	5 mins – 120 mins (Tamper resistant)
Ingress Protection	IP66
Special Feature	Supplied with an IP66 split insert cable gland that allows premade network cables to be used.

This heavy duty rough service controller is designed to work in conjunction with 3 Lamp Halogen Heaters. With an IP rating of IP66 it can be used inside or outside. The controller allows each heater to have 1 Lamp or 2 Lamps operating once the countdown start button has been pressed and thereby changing the heat output to either 1/2 or full heat. All heaters follow suit. If you are using this wall controller with multi control boxes you can turn the power off or isolate any control box and the remaining boxes will continue to operate without changing any of the control link cables. This is a design feature of the system. Topping up of time cannot be performed until 2 minutes before the time is due to finish which is shown by the button flashing.

Location of HC-TMRS Controller

The HC-TMRS can be mounted anywhere that you can run a network cable to. Recommended maximum length of network cable between the controller and control box is 50 meters.

Mounting of HC-TMRS Controller



Remove the front cover by undoing the 4 corner screws.

You may at this stage decide to drill the 20mm hole for the supplied cable gland for installing the network cable.

Note that the cable gland is special in that the inner black sealing bush is split and allows a premade plugger network cable to be fitted without removing the plug.

To maintain the IP66 rating use the 4 corner holes in the back enclosure to mount the controller (shown with orange arrows). Other holes may be drilled BUT if using outside them must be made waterproof.

The four corner holes are positioned on 110mm x 110mm centres,

DO NOT overtighten the fixing screws.

HC-TMRS Controller Connections

A network cable is used to connect the wall controller to any of the control boxes. Then connect the remaining boxes in a daisy chain formation (read notes below regarding cables).

- We recommend you use our network cables as they have been thoroughly tested with all heaters and controllers and are totally compatible.
- Problems arising from using non-standard or inferior network cables are not covered by the guarantee.

Bring sufficient length of network cable through the cable gland to allow a lazy loop to be formed before plugging into the network cable socket on back of the circuit board.

Please ensure the green terminal block / plug is connected to the first 2 pins (as shown in picture.

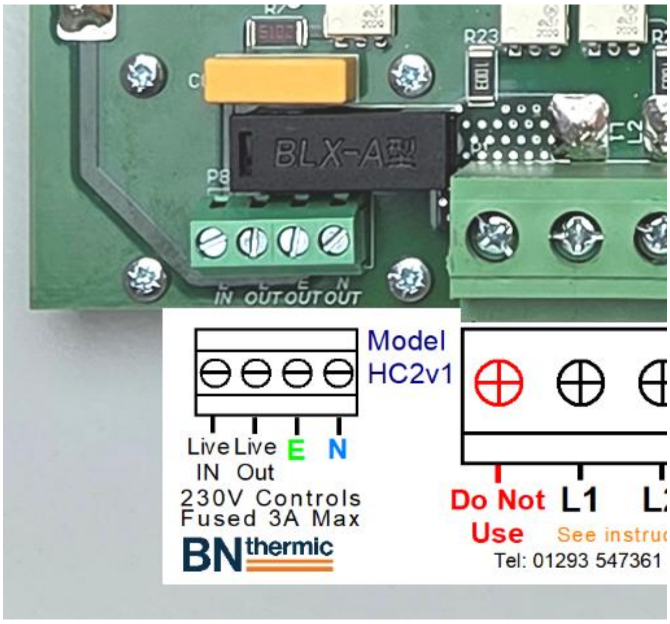
If you are fitting an additional 7 Day timer (See section-8) or digital thermostat (See section-9) to the controller they connect to the green plug.

HC-TMRS Controller Setting and Operation

1) Set the run-down time you require (5 – 30 minutes) before closing the boxes by rotating the red knob on the back of the circuit board. You can then add another 30 minutes or 60 minutes by turning the red switches on or off. Switch (S1) adds another 60 minutes if on, switch (S2) adds another 30 minutes if on. e.g., if you require 20 minutes set the rotary knob to 20 and make sure S1 and S2 are off. If you require 40 minutes set the rotary knob to 10, set S2 on and set S1 off. If you require 110 minutes set the rotary knob to 20 and set both S1 and S2 to on.
2) After turning the power on to all the control boxes the heaters will not come on until the push button is pressed.
3) Select 1, or 2 lamps on the rotary switch and then press the start button. The button will illuminate blue, and the heaters will come on according to how the rotary switch is set. Note: - If the rotary switch is off the push button will not operate. Note that selecting 2 or 3 on the rotary switch performs the same function of turning 2 lamps on.
4) 2 Minutes before the run-down period is due to finish, the button will slowly flash allowing the button to be pressed again giving an uninterrupted reset of the pre-set run-down period. If you do not press the button the heaters will then turn off awaiting another press of the button. Pressing the button before the last 2 minutes will NOT top up the run-down time.
5) If during the run-down period, you decide you don't want any more heat, either turn the heaters off by rotating the knob to off or hold in the button for 3 seconds and the heaters will turn off.
6) As a safety feature the heaters cannot be turned on and off more than 3 times in any 5 minute period. If this is exceeded, the light will flash rapidly for approximately 5 minutes before allowing the button to be pressed again.

12. USING A FROST PROTECTION THERMOSTAT WITH THE CONTROLL BOX

You can add a frost thermostat to protect your building. This needs to be connected directly to the main control box. Every control box can have its own frost thermostat connected to cover different areas of the building. Should any thermostat turn on, all control boxes will operate turning on all lamps in all heaters. Only when all frost thermostats turn off, will all the heaters turn off. Please note the frost thermostat will always override any other controller, wall switch or timer connected to the system.



Connecting a frost thermostat

Connect Live Out terminal on the circuit board to the common terminal on the frost thermostat (this is 230V and protected with a 3A fuse).

Connect the Live In terminal on the circuit board to the terminal on the thermostat that becomes live when the temperature drops to the set point. If required, you can connect a neutral to the N terminal and earth to the E terminal on the circuit board.

13 TROUBLE SHOOTING AND SOLUTIONS

Single lamp not working in a heater - Check the corresponding fuse in the control box. If it has failed replace with another 12A or 12.5A fuse. Fuse dimensions 6.35mm x 32mm long

Ask qualified electrician to check the lamp. If it has failed, let them replace with same type and wattage. Please note:- that lamp replacement instructions are included in the individual heater instructions.

When I turn on lamp 1 I get middle lamp turning on in heaters or different lamps - This is usually because the heaters have not been wired back to the control box correctly ask your electrician to check.

There is a small delay before all the lamps turn on or off - This is a design feature and is incorporated into the control box to reduce the sudden surge on the mains supply if all lamps were turned on together.

NOTE: *It is our policy to continually improve products and as such we reserve the right to alter data, specifications and component parts without prior notice.*

WEEE REGULATIONS:
This appliance bears the symbol of the crossed waste bin. This indicates that, at the end of its useful life, it must not be disposed of as domestic waste but must be taken to a collection centre for waste electrical and electronic equipment. It is the user's responsibility to dispose of this appliance through the appropriate channels. Failure to do so may incur penalties established by laws governing waste disposal.

IMPORTANT: No liability is accepted for incorrect use of this product.

WARRANTY: Your BN Thermic product is guaranteed for one year from date of purchase. We will repair or replace at our discretion any part found to be defective. We cannot assume any consequential liability. This guarantee in no way prejudices your rights under common law and is offered as an addition to consumer liability rights.

REGISTER: Activate your warranty by registering online at www.bnthermic.co.uk and retain this installation data for future reference.

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