



Installation manual

# Air heater

## Type EH



EN - v2.3 / 08-2024

ORIGINAL INSTRUCTIONS

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# 1. Introduction

This manual is intended for the electrical and mechanical installer.

This document gives instructions on how to use and maintain the air heater. It is most important to follow the instructions in this document for safe operation of this air heater.

It is important to read this document before starting the installation process. Store this document close to the air heater for quick reference.

## 1.1. Symbols used in this manual

**DANGER!** Indicates a dangerous situation that would lead to death or severe injury.

**WARNING!** Indicates a potentially dangerous situation that could lead to death, severe injury or serious product damage.

**CAUTION!** Indicates a potentially dangerous situation that could lead to injury or product damage.

**NOTICE** Indicates important information that is not directly related to safety.

## 1.2. Warranty

**NOTICE** Using, installing or maintaining this air heater in any other way than described in this manual may cause damage that voids the warranty.

**NOTICE** Failing to follow the safety instructions in this manual can lead to damage to the air heater or the installation and void the warranty.

## 2. Safety instructions

Always follow the safety instructions in this chapter when installing, using or performing maintenance on this air heater.

**WARNING!** The fan will run for a few minutes after a heating cycle to cool the appliance down in stand-by mode. DO NOT disconnect the appliance from the mains power before the fan has stopped, to prevent damage!

### 2.1. Installation

**CAUTION!** This air heater must be installed and maintained by an authorized, qualified and competent installer, using calibrated equipment.

**NOTICE** This air heater must be installed and maintained in accordance with this manual, national and local building regulations and local health and safety regulations.

#### 2.1.1. Protection against dust

**CAUTION!** Do not use the air heater in a very dusty environment. Dust may accumulate and cause a defect of the heater. This is also the case for the room thermostat.

**CAUTION!** Cover the air heater while spreading sawdust on the floor. This prevents large amounts of dust from accumulating on the heater.

**CAUTION!** The air heater can be used in a dusty environment (e.g. a poultry shed) if they are cleaned and maintained more frequently.

#### 2.1.2. Temperature

**CAUTION!** Do not install the heater in places where the temperature can rise above 35°C. Higher temperatures cause the internal components to degrade much faster.

### 2.2. Use

**CAUTION!** Make sure the area around the air heater is dry when performing maintenance on the air heater.

**CAUTION!** Always close the doors and inspection hatches of the air heater, except when adjusting and checking the appliance.

### 2.3. Maintenance & Cleaning

Frequent maintenance and cleaning of the air heater is necessary to ensure safe and proper operation. Failure to do so could lead to damage to the heater or its surroundings and void the warranty.

#### 2.3.1. Protection from water (IP class)

**WARNING!** Never use water when cleaning electrical parts.

This air heater is not waterproof and has an IP00B classification.

**WARNING!** Do not expose the air heater to rain, spray or dripping water.

### 2.4. Children and vulnerable users

**WARNING!** Children aged from 3 years and less than 8 years shall only switch on/off the appliance provided that it has been placed or installed in its intended normal operating position and they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children aged from 3 years and less than 8 years shall not plug in, regulate and clean the appliance or perform user maintenance.

**WARNING!** This air heater can be used by children aged 8 years and above and by persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge, if they are supervised or instructed concerning use of the appliance in a safe way and understand the hazards involved.

**CAUTION!** Some parts of this product can become very hot and cause burns. Particular attention has to be given where children and vulnerable people are present.

**WARNING!** Children shall not play with the air heater.

**WARNING!** Children shall not clean and maintain this air heater without supervision.

# 3. Technical specifications

## 3.1. Performance

Technical specification	Unit	Type EH								
		EH5	EH10	EH15	EH20	EH25	EH30	EH40	EH50	EH60
Heat output (max.)	kW	5.0	9.9	15.0	19.8	24.9	29.7	39.6	49.5	59.4
Heat output (min.)	kW	2.5	3.3	7.5	9.9			19.8		
Nominal power	kW	5.2	10.1	15.2	20.0	25.1	29.9	39.8	50.0	60.0
Stand-by electrical power consumption	kW	0.004								
Current per phase (max.) (3F)	A (*)	11.9	15.5	22.9	31.0	37.2	44.2	59.0	73.9	88.4
Current per phase (max.) (1F)	A (**)	22.6	44.0							
Current per phase (min.)	A	11.9 (L1)	15.5 (L1)	11.9	15.5			30.4		
Air output (max.)	m <sup>3</sup> /h	3100				3000		4400	6000	
Throw horizontal (max.)	m	23				22		28	30	
Electrical connection (50 Hz)	V (*)	400 V (3F + N)								
Electrical connection (50 Hz)	V (**)	230 V (1F + N)								
Sound level (at 5 m)	dBA	55 - 58						57 - 60	62 - 65	
Weight	kg	24	25	26	28	30	34	70		

## 3.2. Dimensions

The dimensions of this air heater can be found in figure 1.

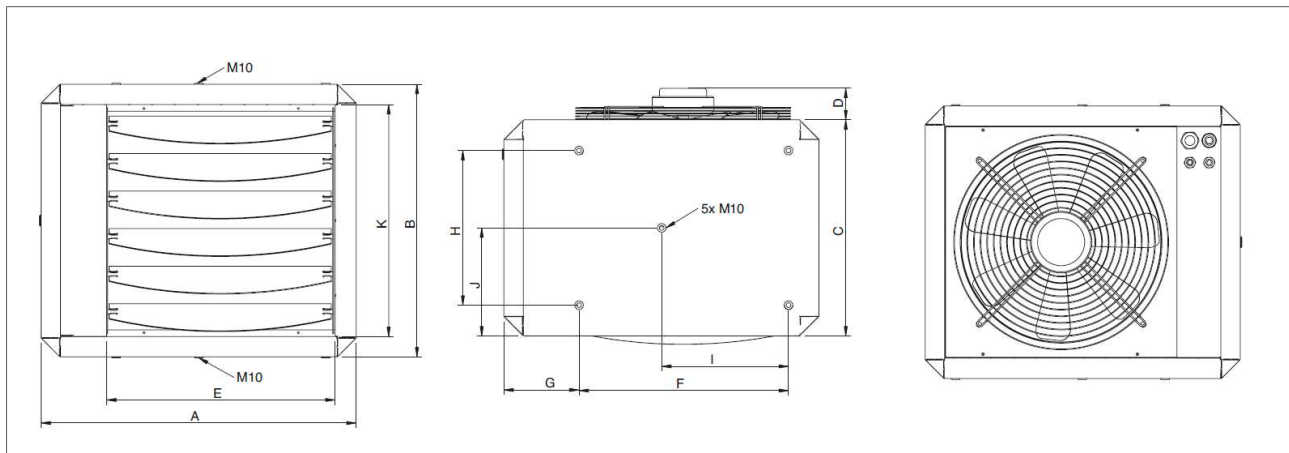


Figure 1 - Dimensions of the EH

Model(s)	EH5 -EH30	EH40	EH50	EH60
A	570	650	825	825
B	490	490	670	670
C	390	530	500	500
D	125	125	125	125
E	420	490	600	600
F	380	490	605	605
G	140	100	148	148
H	280	380	320	320
I	230	325	350	350
J	195	245	250	250
K	420	420	563	563

# 4. Installation

## 4.1. Preparation

Before installation, please use the data badge to check:

- if the heater is in accordance with the order;
- if the heater is suitable for the local present provisions such as the electrical supply.

Before leaving the factory, the air heater has been tested for safety and has been set to the operating settings. It has been configured for the voltage that is stated on the data badge. Should there be any doubt about the settings that apply to your situation, please contact your supplier.

### 4.1.1. Standards

**NOTICE** The installation must comply with all applicable local and national standards.

**NOTICE** The air heater must be installed in accordance with the relevant requirements of the Electrical installation regulations and or other local regulations that may apply.

## 4.2. Positioning the air heater

Keep the following requirements in mind when choosing a location to install your air heater:

**WARNING!** Never install an air heater close to flammable materials.

- Keep sufficient distance between the heater and any obstructions. This is both for safety reasons and to allow access for service and maintenance (figure 2).
- Make sure the air flow to and from the heater is free from obstacles at least 5 metres in front of the heater. Also make sure the air intake is free from obstacles.
- Make sure enough space remains to open the door of the air heater.
- Make sure the wall can support the air heater.

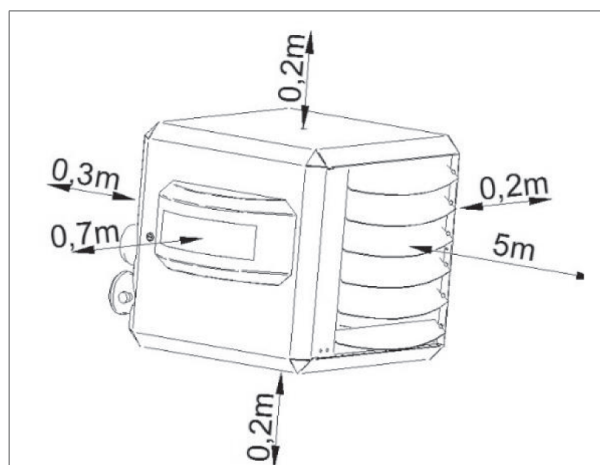


Figure 2 - Minimum clearances around the air heater

### 4.2.1. Suspension



Figure 3 - Suspension adapter GA8622

Depending on the model of your air heater, two types of wall support can be used:

Model(s)	Wall support	Art. Nr.
EH5 - EH40	Wall support	GA8610
EH5 - EH40	Design console	GA8630
EH50 - EH60	Wall support	GA8620
EH50 - EH60	Console set	GA8580

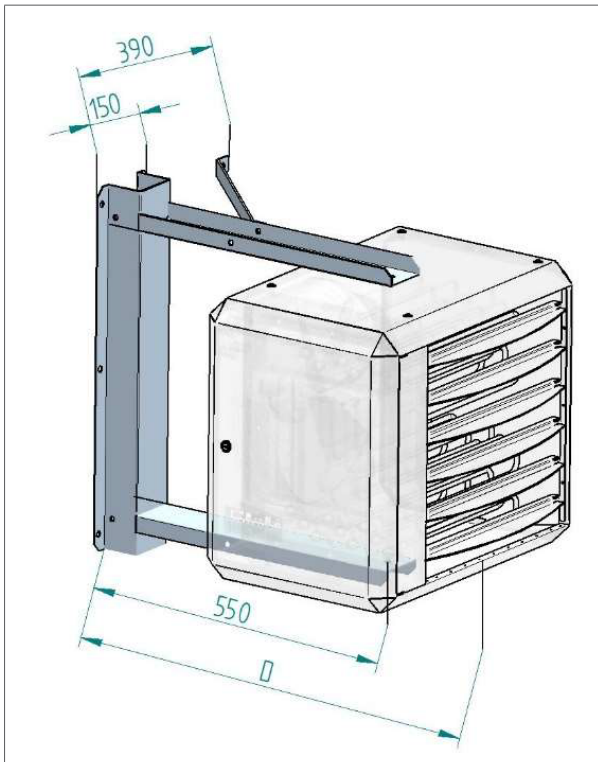


Figure 4 - Wall support

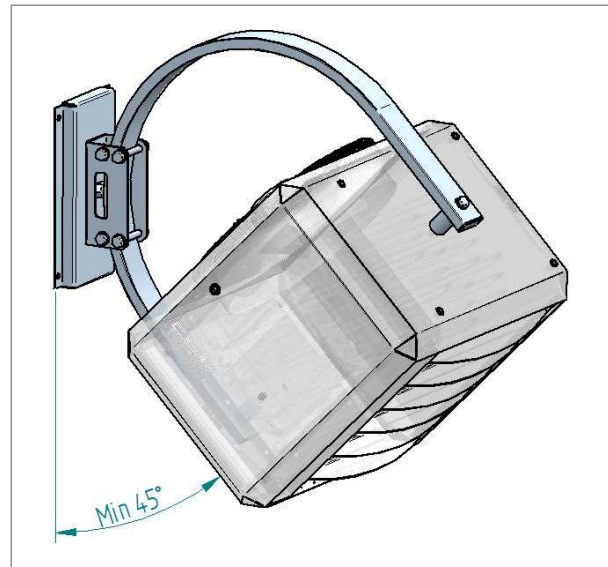


Figure 6 - Design console (min. 45°)

Model(s)	A	B	C	D
EH5 -EH30	795	380	280	745
EH40	845	490	380	795
EH50 -EH60	850	605	320	800

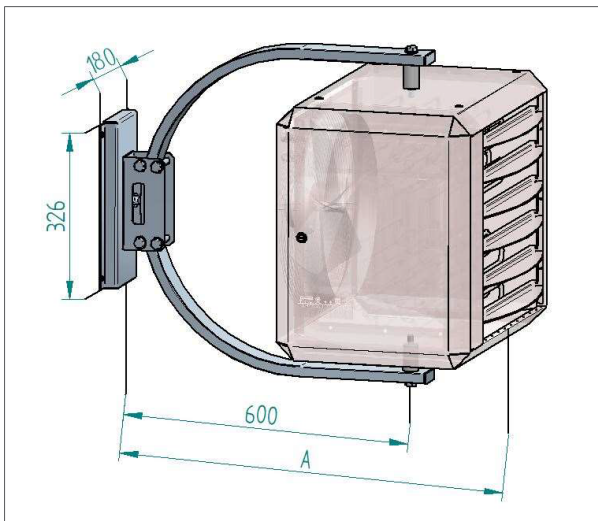


Figure 5 - Design console

The air heater is equipped with threaded M10 sockets to suspend the unit (see §7).

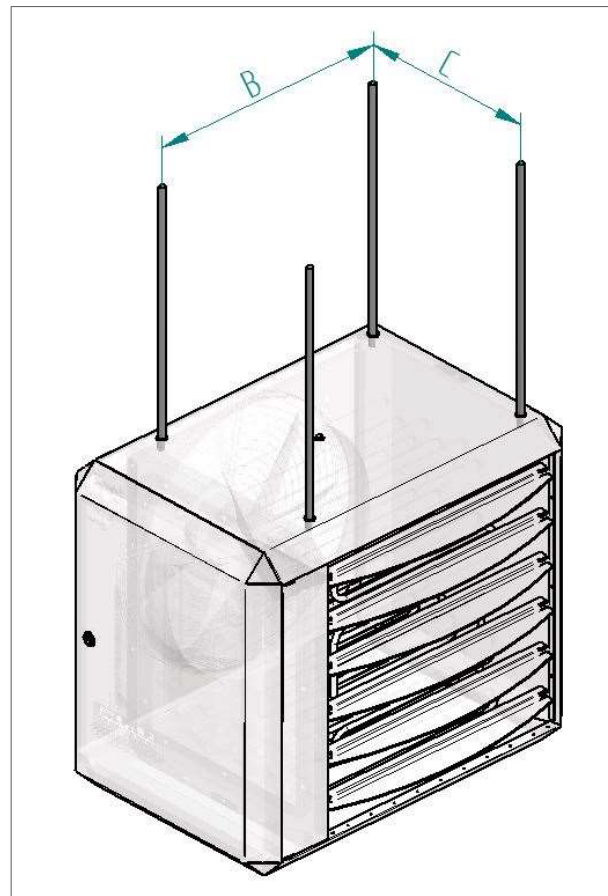


Figure 7 - Vertical suspension



## 4.3. Electrical connection

The electrical installation must comply with local and national requirements as well as IEE regulations.

### 4.3.1. Power supply

The air heater requires an earthed power supply of 400 V/AC (three phases).

A supply of 230 V/AC + Neutral (1 Phase) is OPTIONAL FOR THE EH5 AND EH10 ONLY. The control circuit is a two wire low voltage bus communication.

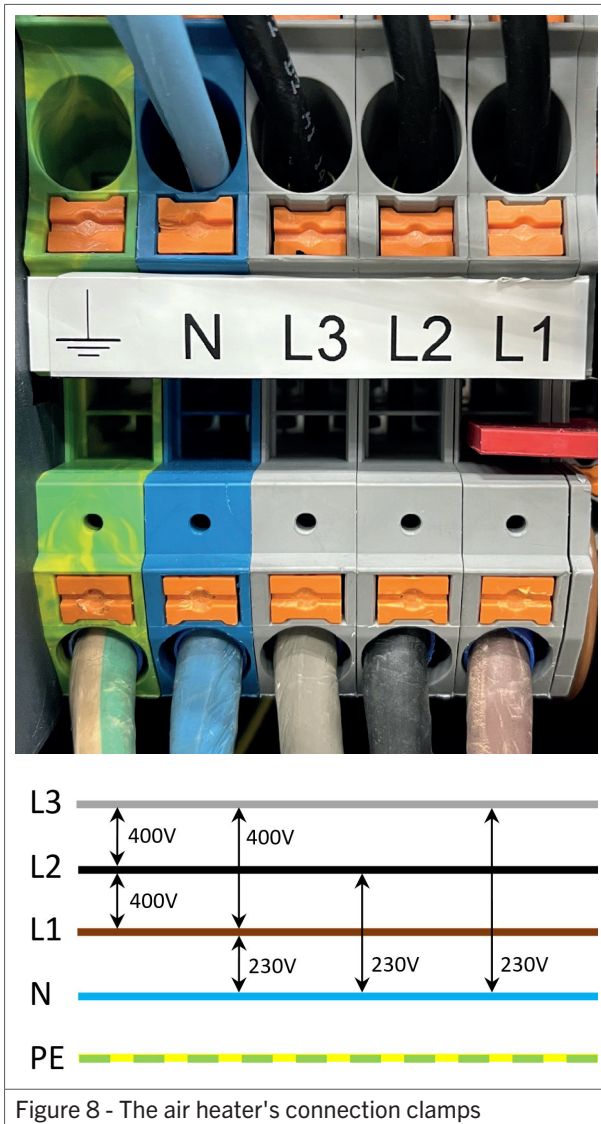


Figure 8 - The air heater's connection clamps

- The heater must be electrically isolated during servicing. For the installation, use an isolation switch in the fixed wiring with a minimum contact opening gap of 3 mm, a power plug or a non-switched fuse spur, to provide full disconnection of all poles of the supply under overvoltage category III. See the electrical wiring diagram in §9

### 4.3.2. Fuse

One fuse is present on the air heater's control board (see the electrical wiring diagram in §9).

- When replacing this fuse, always use one of the same type (5AT).

## 4.4. Room thermostat

The heater can only be controlled with one of the following room thermostats:

- **The MTS:** a modulating digital thermostat.
- **The MTC:** a modulating digital clock thermostat with optimiser.
- **Interface module;** a specially designed interface module for BMS systems. Contact your supplier for more information.
- **ON/OFF thermostat:** a simple on/off thermostat.

### 4.4.1. Installation requirements

Following these requirements when placing the thermostat to ensure the heater functions correctly:

- Make sure that air can circulate around the thermostat.
- Make sure the sun does not shine directly upon the thermostat.
- Do not place the thermostat on a cold wall.
- Place the thermostat on an inner wall free from draught.
- Never place the thermostat within the throw of the heater.
- Never mount the thermostat near the aerials of internal communication networks. These emit radiation that can disturb the thermostat. Keep several meters distance.

In all cases, the communication between the heater and the thermostat is based on a two wire, low-voltage connection. (see the electrical wiring diagram in §9). Follow these instructions to prevent malfunction of the installation and damage to the thermostat or air heater:

- Use a cable with the following specifications:
  - Signal cable.
  - Shielded and twisted.
  - Minimum dimensions: 1 x 2 x Ø0.8 mm<sup>2</sup>.
  - Maximum length: 200 m.

**CAUTION!** Keep the thermostat cable separated from the mains cables.

**CAUTION!** Connect the cable's earth shield only to the earth terminal inside the air heater. Do not connect the other end of the cable's earth shield.

**NOTICE** A cable with a thickness of less than 0.8 mm will result in a poor signal.

**NOTICE** A cable that is not shielded and twisted may result in a disturbed communication in an EMC-unfriendly environment.

#### 4.4.2. Modulating room thermostat installation

To connect the air heater to an MTS or MTC thermostat, do the following:

1. Connect the two control wires to terminals 4 and 5 (see figure 9 or the electrical wiring diagram in §9).
2. Set the S1 and J14 switches on the control unit as follows (figure 10 / 11):
  - a. Set S1 to 1.
  - b. Set J14 to 1.

**NOTICE** The air heater must be switched off when setting the switches. Otherwise the settings will have no effect.

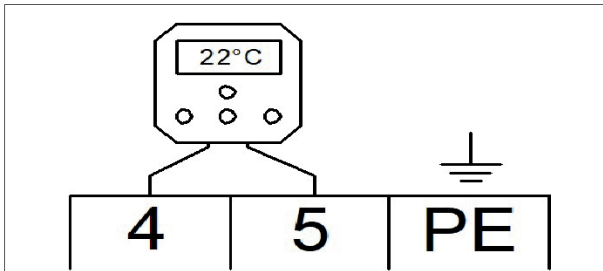


Figure 9 - Modulating thermostat connection

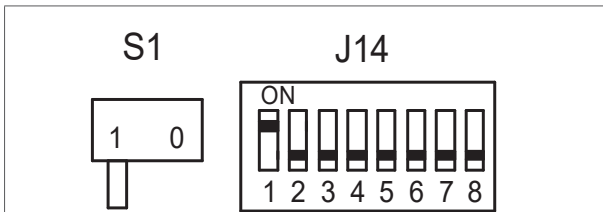


Figure 10 - Positions of the S1 and J14 switches

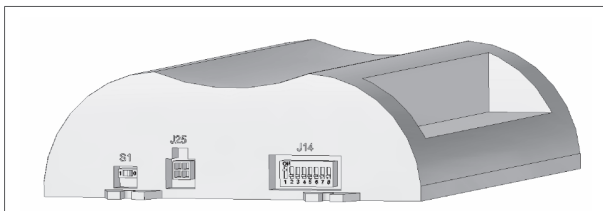


Figure 11 - Location of the S1 and J14 switches

#### 4.4.3. Installation of multiple heaters on one control unit

An MTC or MTS room thermostat, or interface module can control up to 8 air heaters. To connect the air heaters, do the following (figure 12):

**NOTICE** This functionality does not apply to an ON/OFF thermostat.

1. Connect the two wires of the thermostat to terminals 4 and 5 of the first air heater.
2. Connect the first air heater to the second air heater.
3. Repeat for each subsequent air heater.

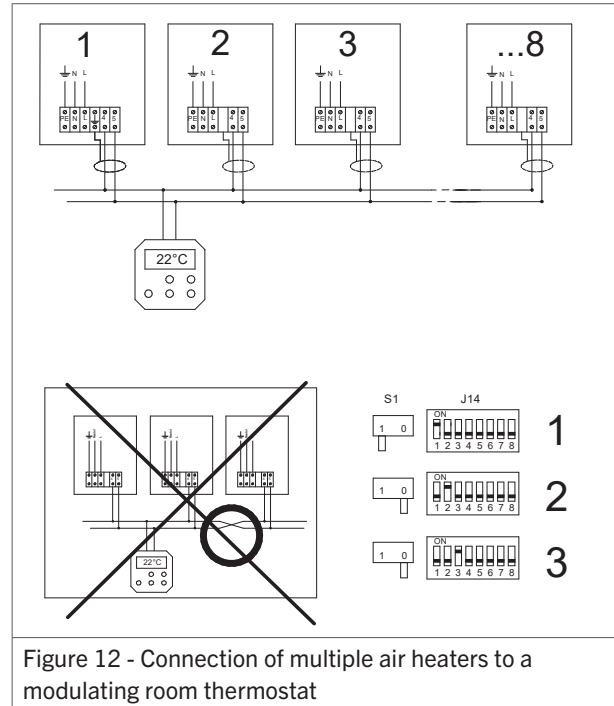


Figure 12 - Connection of multiple air heaters to a modulating room thermostat

Each air heater needs an unique number to be recognised by the room thermostat. This number can be set with the J14 switch on the control unit of each air heater:

1. Set the S1 and J14 switches on the control unit as follows (figure 13):
  - a. Set the S1 switch of the first air heater to 1.
  - b. Set the S1 switch of the other air heaters to 0.
  - c. Set the J14 switch of the first air heater to 1.
  - d. Set the J14 switch of the second air heater to 2, etc.

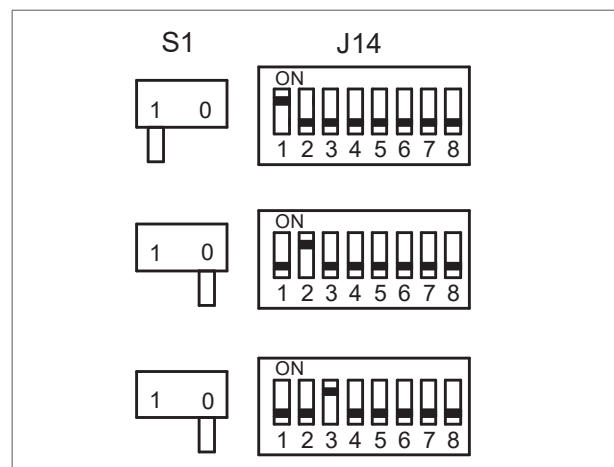


Figure 13 - Positions of the S1 and J14 switches for the first three air heaters in a system

**NOTICE** If the J14 switch of more than one air heater is set to the same number, the system will not work.

**NOTICE** The air heater must be switched off when setting the switches. Otherwise the settings will have no effect.

#### 4.4.4. ON/OFF thermostat installation

To connect the air heater to an ON/OFF room thermostat with a 230 V output, do the following:

- Connect the two thermostat wires to terminal 6 and 7 (see figure 14 or the electrical wiring diagram in §9). This is a 24 V connection for the thermostat signal.

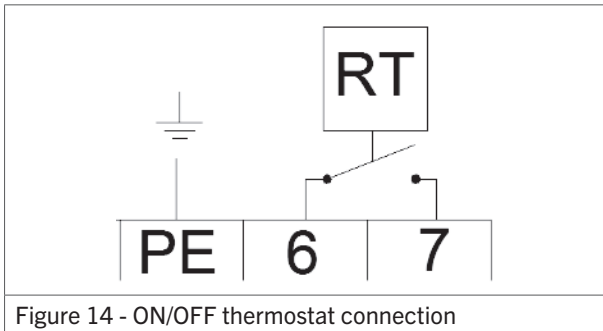


Figure 14 - ON/OFF thermostat connection

**NOTICE** Never combine these connections with the terminals 6 and 7 of other air heaters.

**NOTICE** Always use separate relays for each air heater.

**NOTICE** Do not connect an external power source to these terminals. These terminals need a dry contact.

# 5. Operating the air heater

## 5.1. Minimum heating time

The heater will always fire for a minimum of 30 seconds, even if the heat demand stops. With an MTC thermostat this minimum time is 4 minutes. This is to avoid a large amount of start and stops.

After this, the fan will run for 2 - 3 minutes to cool down, depending on the temperature.

When the cooling time has passed, a new heat request will be granted.

## 5.2. Delta-T-regulation

The air heater can function as a de-stratification fan. This is called delta-T regulation and it is done via the room thermostat, with a temperature measurement sensor that is located on the air heater.

The system fan is activated when the temperature-difference between the sensor on the heater (the delta-T NTC sensor) and the sensor in the thermostat is bigger than 8 °C (standard factory setting). This procedure ensures an even distribution of temperature throughout the building, thus acting as a fully automatic de-stratification fan.

### 5.2.1. Switch off delta-T-regulation

Delta-T regulation can be switched off when it is not desired (e.g. when it causes discomfort). This can be done in the **Settings** menu on the room thermostat. See the user manual of the special Room thermostat for more information.

**NOTICE** Delta-T regulation is automatically switched off when the delta-T sensor (sensor terminal J6) is disconnected.

## 5.3. Summer ventilation

The fan can be set to run in the summer. Follow the instructions in the user manual of the special Room thermostat.

## 5.4. Overheating protection

The air heater's heat exchanger is protected from excessive temperatures.

### 5.4.1. Heat exchanger

An NTC sensor is located near (or on) the heat exchanger. This sensor monitors the heat exchanger temperature.

If the heat exchanger becomes too hot, this sensor will cause the heating process to stop. Depending on the temperature, the air heater performs the following actions:

- Step 1: Power reduction (when possible).
- Step 2: Heating cycle stop, followed by an automatic restart when cooled down (thermostat display).
- Step 3: Heating cycle stop, followed by a Lock Out. A manual reset is required. (thermostat display).

**NOTICE** A manual reset can be done on the electronic circuit board or remotely with the special room thermostat.

# 6. Commissioning the air heater

## 6.1. Adjusting the settings

Prior to packaging, the safety and functioning of each air heater is checked in detail. It is also set to the right combustion efficiency.

In general, the heater does not need to be adjusted after installation. It is only necessary to perform a functional check.

## 6.2. Commissioning the air heater

Once the unit is installed according to this manual, the unit can be commissioned. To do so, follow these instructions:

1. Switch on the electric supply with the maintenance switch.

You are now able to observe the first start-up and become familiar with the functioning of the heater.

1. Instruct the end user of the about a safe use of the air heater:
  - The location of the maintenance switch
2. Instruct the end user about the operation of the heater:
  - Lock-out indication
  - Reset
3. Instruct end user about the necessary maintenance.
4. Leave this manual with the end user.

### 6.2.1. First use – thermostat

To commission the air heater via the room thermostat, do the following:

- Put the thermostat in the highest position. The start sequence is always the same.

The air heater will burn for the minimal firing time (see §5.1 for more information).

# 7. Troubleshooting

If the air heater malfunctions, first check if the problem is caused by external circumstances (e.g. no supply power). If the problem is not caused by external circumstances, use the tables and instructions in this chapter to fix the air heater.

**NOTICE** Please remember the built in waiting times of the air heater; the signals of the LED of the control board and the code on the display of the thermostat. Do not react too soon.

## 7.1. Volatile lock outs

The table below describes the volatile lock outs that can occur. These can only be reset by hand.

**NOTICE** The reset button is located underneath the LED of the control board. This LED will light up green during normal function or in stand-by mode, red in case of an error.

The error codes below can only be read with the modulating thermostat IX3912 from §4.4.2 or the remote status reader GD3202.

Display	Error type	Description	Case #
L-0	Internal error	Internal error	13
L-2 and 3	Internal error	Internal error	13
L-4	E-error	E-error for more than 24 hours	12
L-8 to 12	Internal error	Internal error	13
L-15	Overheating	Heat exchange sensor is overheated	3
L-17 to 19	Internal error	Internal error	13
L-25	Sensor error	Heat exchange sensor failure	4
L-27 to 31	Internal error	Internal error	13
L-32	Sensor error	Heat exchange sensor failure	4
L-33 to 38	Internal error	Internal error	13
L-43	Overheating	Heat exchange sensor is overheated too often	3

## 7.2. Temporary errors

The table below describes the temporary errors that can occur. These will disappear automatically after the cause has been resolved.

Display	Error type	Description	Case #
E-00 to 04	Internal error	Internal error	13
E-05	Overheating	Heat exchange sensor is overheated	3
E-06 to 13	Internal error	Internal error	13
E-14	Relay error	Relay switched on when it should not be.	16
E-15 to 20	Internal error	Internal error	13
E-21 and 22	Heat exchanger sensor error	Heat exchanger sensor not detected	4
E-27 and 28	Heat exchanger sensor error	Heat exchanger sensor short-circuit	4
E-34	Reset button error	Too many reset actions in a short timespan	9
E-36	Overheating	Heat exchange sensor is overheated	3
E-38 and 39	Heat exchanger sensor error	Heat exchanger sensor not detected	4
E-47 and 48	Heat exchanger sensor error	Heat exchange sensor short-circuit	4
E-49 to 64	Internal error	Internal error	13
E-65	Voltage too low	Supply voltage is too low for over 1 minute	
E-66	Voltage too high	Supply voltage is too high for over 1 minute	

## 7.3. Warnings

The table below describes the temporary warnings that can occur. The heater may still be working, or stops until the cause has been resolved.

Display	Error type	Description	Case #
A-07	Overheating	Heat exchange sensor is almost overheated	3

## 7.4. Instructions

After identifying the problem, use the Case number to find the possible cause in this paragraph.

**Case 3:** Heat exchange sensor or flue sensor is overheated.

- Check if the connectors J12 and J6 are plugged in correctly and if the connection J12[1-4] (optional overheating protection) is closed.
- Check if the system fan supplies enough air.

**Case 4:** Heat exchange sensor or flue sensor not detected, or short circuit.

- The heat exchange sensor consists of two internal sensors. The readings of these sensors may differ too much:
  - Measure the resistance of each sensor. The resistance should be 20 K $\Omega$  at 25 °C and 25 K $\Omega$  at 20 °C.
  - If the measured values differ too much, replace the sensor.

**Case 9:** Too many reset actions in a short timespan.

- This error will disappear after some time or if the main power is disconnected for a while.

**Case 12:** E-error for more than 24 hours.

- Switch the air heater off and on and check the error code.

**Case 13:** Internal error.

- Isolate the electrical supply and reenergise. If this does not help:
  - Replace the control board.

**Case 16:** Safety relay error.

1. Isolate the electrical supply.
2. Check if one of the relays got stuck when it was switched. If so:
  - Replace the relays.
3. Reenergise the appliance.
4. Check if any of the relays switches on at once (too soon). If so:
  - Replace the control board.

# 8. Maintenance

**CAUTION!** The air heater must be inspected and cleaned once a year by a qualified installer with sufficient knowledge about the device.

**CAUTION!** Sufficient maintenance is critical in circumstances such as high humidity, dust, high switching on/off frequency, etc.

## 8.1. Preparation

Before performing maintenance on an air heater that is already installed, do the following:

1. Set the thermostat to the lowest setting.
2. Turn off the power supply to the air heater using the maintenance switch.

**CAUTION!** Do not use water when cleaning the air heater.

**CAUTION!** The heater must be electrically isolated during servicing.

## 8.2. Basic maintenance

To perform basic maintenance on the air heater, do the following:

**CAUTION!** When cleaning parts of the air heater, use a dry cloth, brush, compressed air or a vacuum cleaner. Never use a steel brush.

1. Inspect the heating elements.
2. Clean the fan guard on the outside of the heater.  
Clean the fan blades if required.
3. Open the access panel.
4. Clean the inside of the air heater. Focus on the following parts:
  - Body
  - Fan blades and motor
  - Heating elements
  - Temperature sensor
5. Check if the wiring, nuts and bolts are properly secured and tightened.

Some checks can only be performed when the heater is running. Do the following:

1. Reconnect the air heater to the power supply.
2. Switch on the air heater.
3. Check if the heater operates without problems. See §7 if any errors occur.

# 9. Electrical wiring diagram

A complete electrical wiring diagram is shown in figure 15 / 17. The connections that are most important to the installation process are shown in figure 16 / 18.

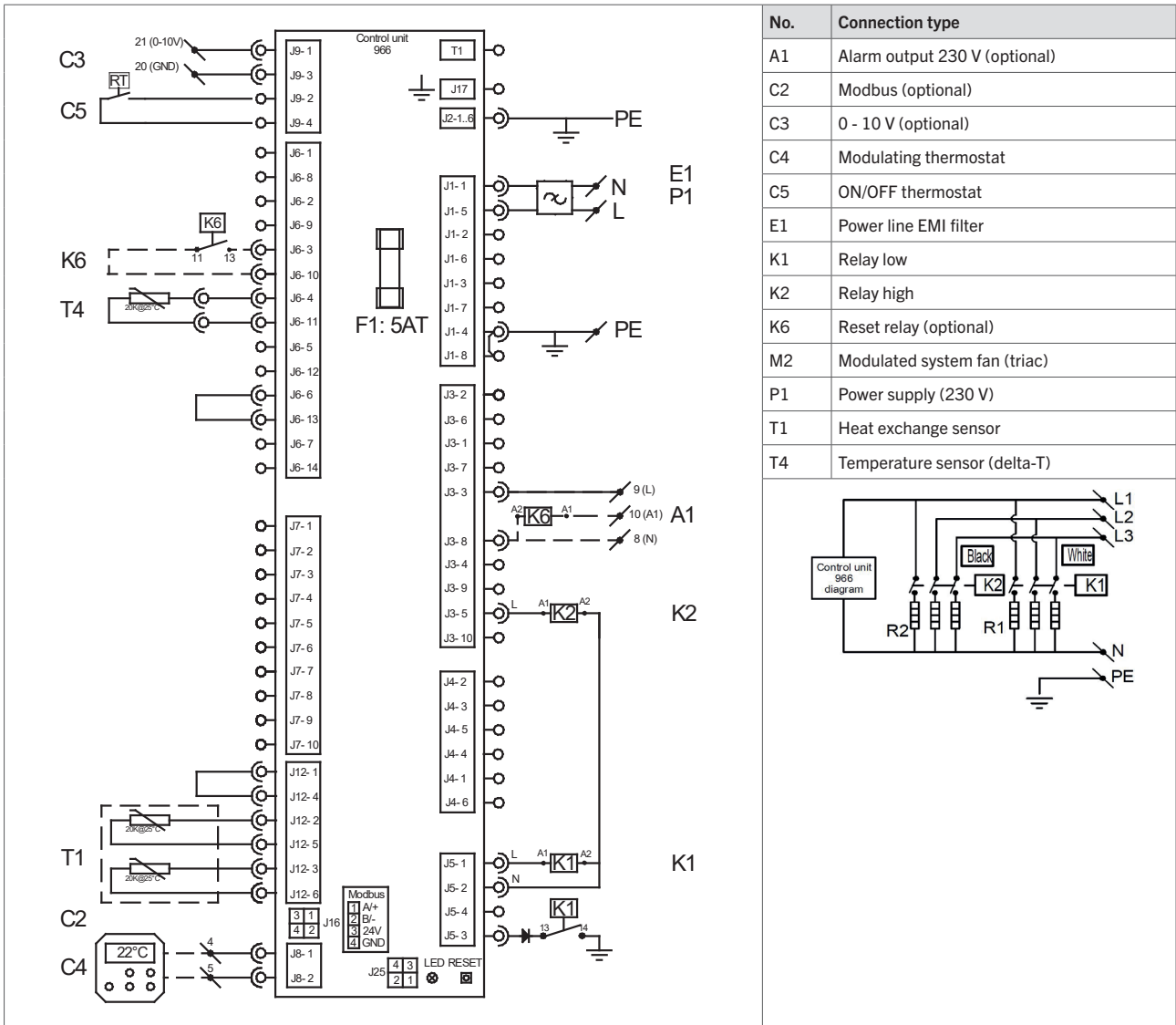


Figure 15 - Electrical wiring diagram EH AC

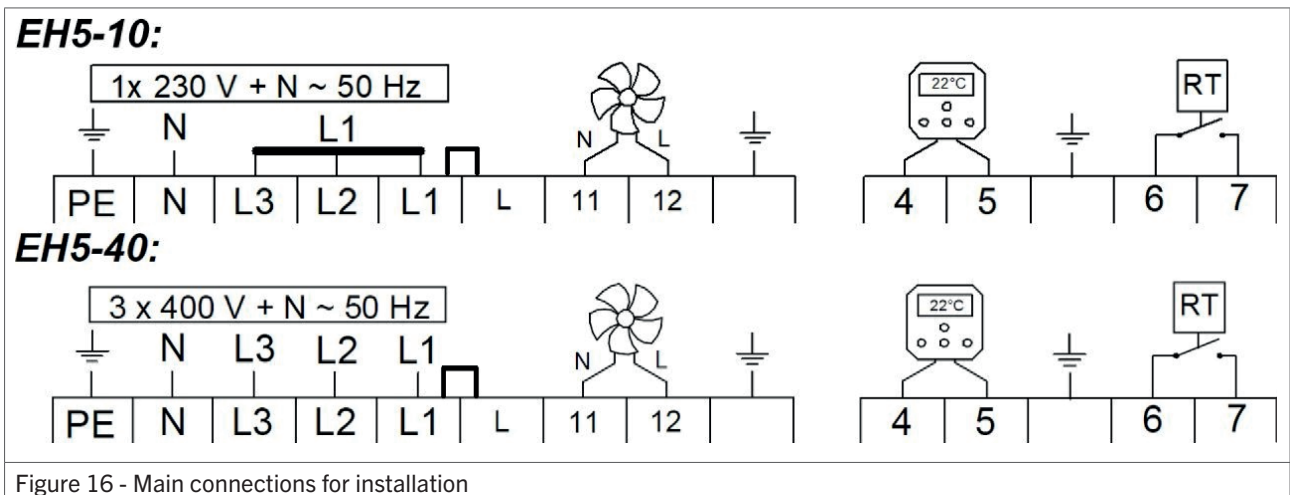
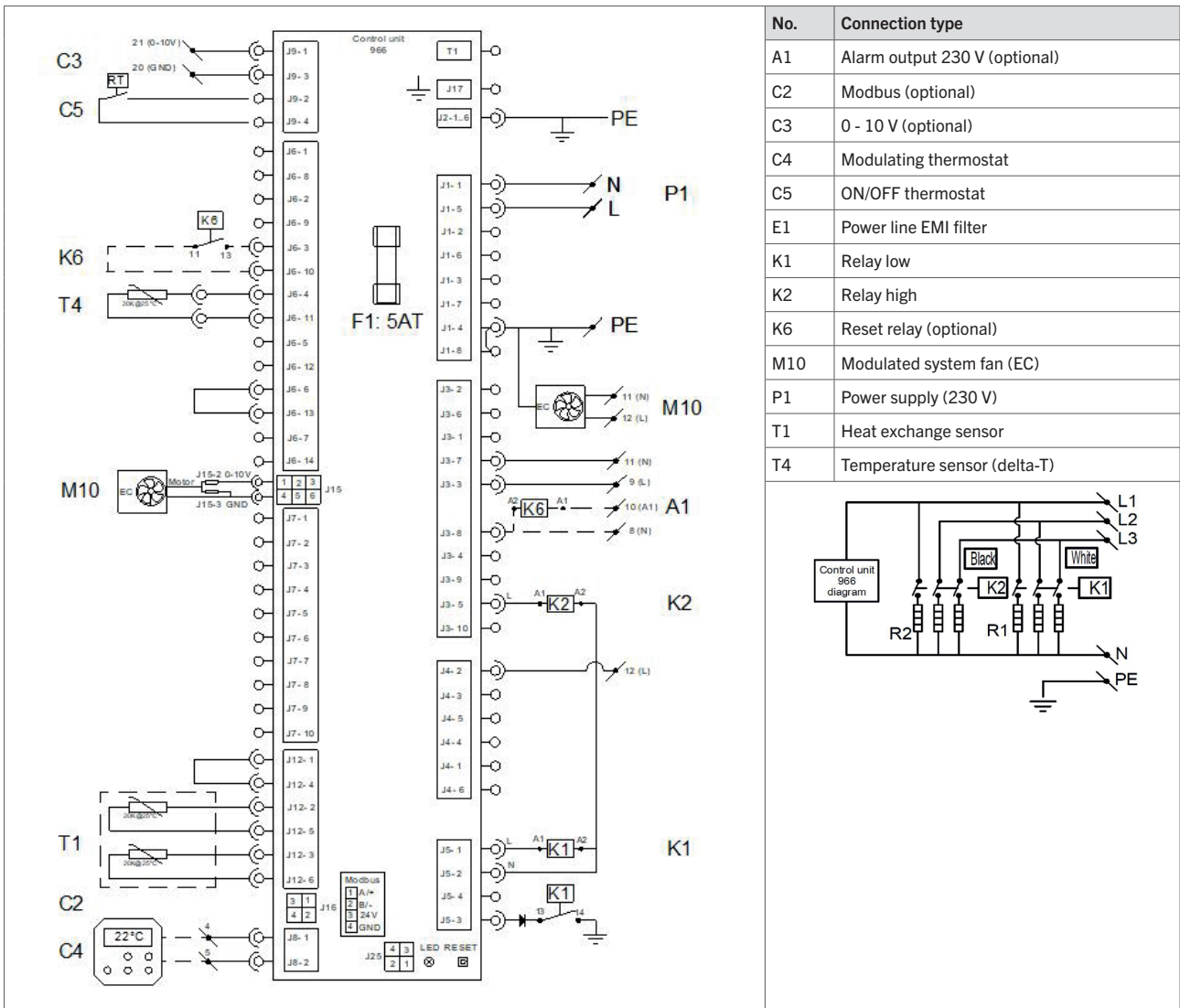


Figure 16 - Main connections for installation





No.	Connection type
A1	Alarm output 230 V (optional)
C2	Modbus (optional)
C3	0 - 10 V (optional)
C4	Modulating thermostat
C5	ON/OFF thermostat
E1	Power line EMI filter
K1	Relay low
K2	Relay high
K6	Reset relay (optional)
M10	Modulated system fan (EC)
P1	Power supply (230 V)
T1	Heat exchange sensor
T4	Temperature sensor (delta-T)

Figure 17 - Electrical wiring diagram EH EC

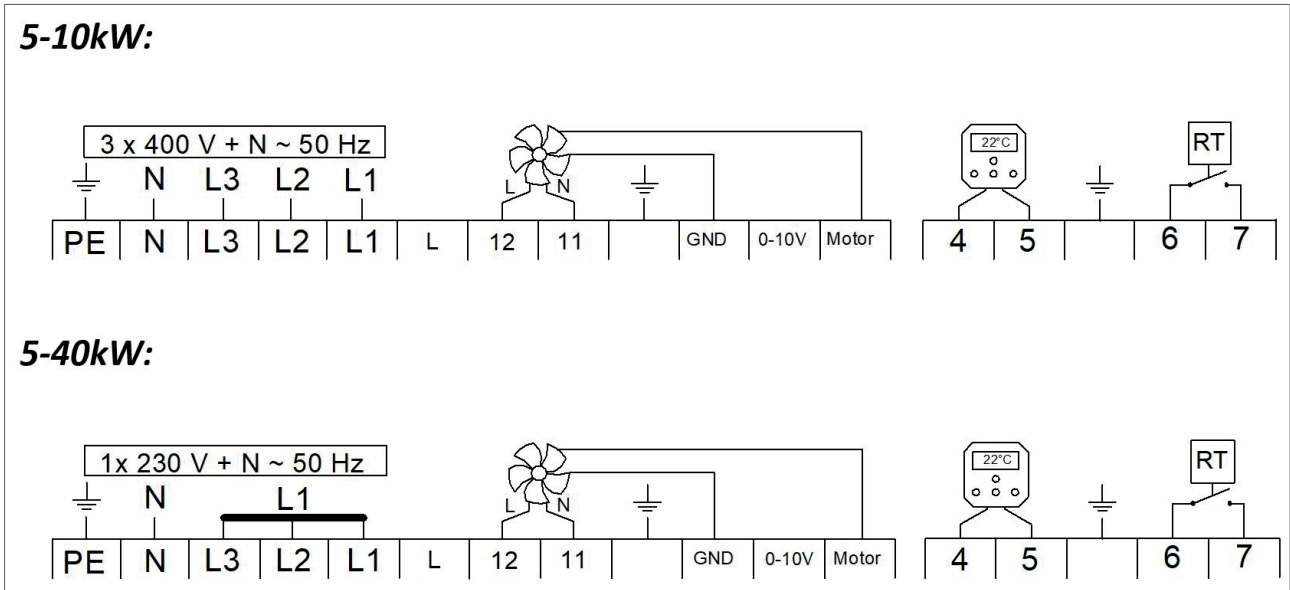


Figure 18 - Main connections for installation

# 10. Exploded view and spare parts

The parts of the air heater are shown in an exploded view in figure 19. The table below describes each part and shows the correct article number for a replacement part.

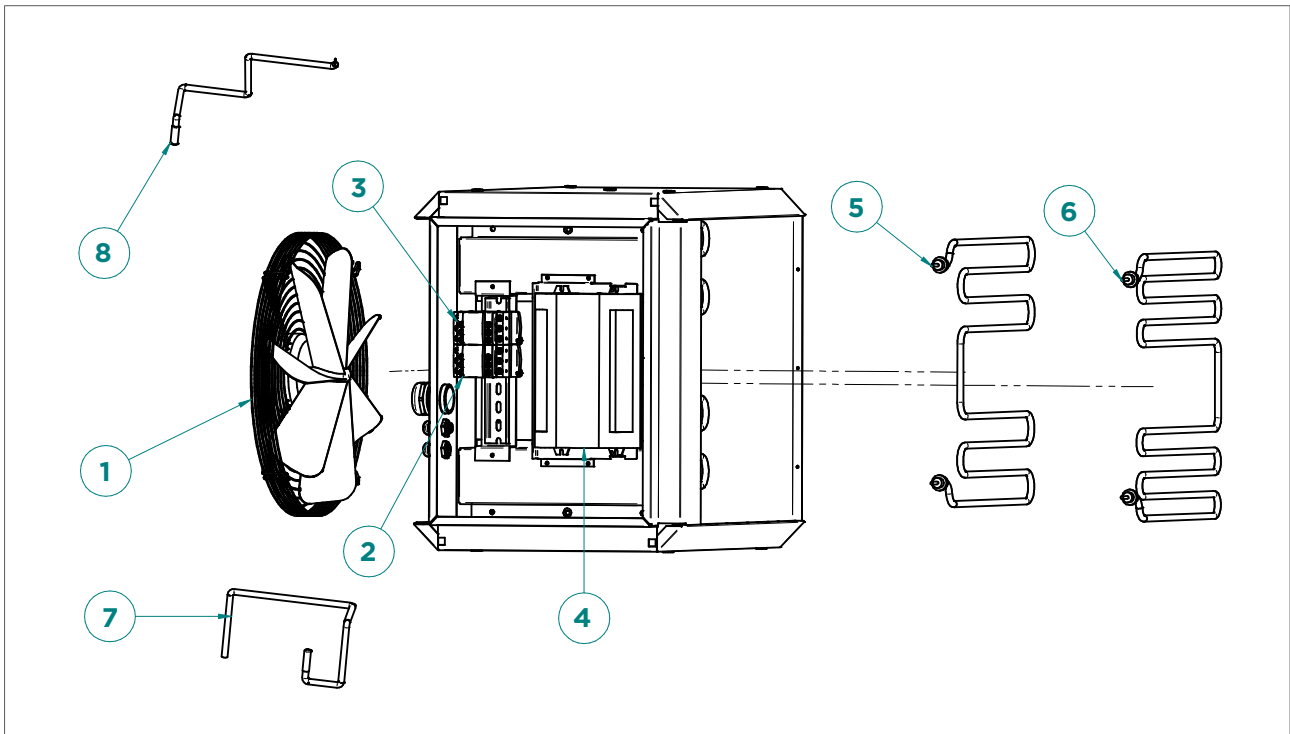



Figure 19 - Exploded view of the EH

No.	Description	EH5	EH10	EH15	EH20	EH25	EH30	EH40	EH50	EH60
1	System fan AC	GX4220	GX4220	GX4220	GX4230	GX4230	GX4230	GX4214	IX4221	IX4221
1	System fan EC	-	-	-	GX4223	GX4223	GX4223	GX4224	IX4226	IX4226
2	Relay	IE5201	IE5201	IE5201	IE5201	IE5201	IE5201	IE5202	IE5202	IE5202
3	Relay	IE5201	IE5201	IE5201	IE5201	IE5202	IE5202	IE5202	IE5202	IE5202
4	Burner control unit	GE5903	GE5903	GE5903	GE5903	GE5903	GE5903	GE5903	GE5903	GE5903
5	Heating element 2.5 kW	IE2510	-	IE2510	-	IE2510	-	-	-	-
6	Heating element 3.3 kW	-	IE2512	-	-	IE2512	IE2512	IE2512	IE2511	IE2511
7	Heating element sensor	GE3900	GE3900	GE3900	GE3900	GE3900	GE3900	GE3900	GE3900	GE3900
8	Delta-T sensor	GY3931	GY3931	GY3931	GY3931	GY3931	GY3931	GY3931	GY3931	GY3931

# 11. Disposal and recycling

	<p>The meaning of the symbol on the material, its accessory or packaging indicates that this product shall not be treated as household waste. Please, dispose of this equipment at your applicable collection point for the recycling of electrical and electronic equipments waste. In the European Union and Other European countries which there are separate collection systems for used electrical and electronic product. By ensuring the correct disposal of this product, you will help prevent potential hazards to the environment and to human health, which could otherwise be caused by unsuitable waste handling of this product. The recycling of materials will help conserve natural resources. Please do not therefore dispose of your old electrical and electronic equipment with your household waste.</p>
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# 12. Declaration of conformity

Winterwarm Heating Solutions B.V.  
Olden Goorweg 1  
7108 AE, Winterswijk  
The Netherlands

Declares that air heater types:

- EH5, EH10, EH15, EH20, EH25, EH30, EH40, EH50 & EH60

Are in accordance with the essential requirements of the relevant EU directives, being:

- 2014/35/EU (LVD) relating to the electric safety of appliances
- 2014/30/EU (EMC) relating to electromagnetic compatibility of appliances
- 2006/42/EG (MD) relating to the safety of machinery

Goods should be installed and used in accordance with our instructions and with the applicable local and international rules. Installation should be done by an authorized, qualified and competent installer.

Winterswijk, May 1<sup>st</sup> 2023

 <p>WINTERWARM HEATING SOLUTIONS B.V. Olden Goorweg 1 7108 AE Winterswijk Tel. 0543-546300</p>
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Ir. M. Fiselier  
Manager Research and Development

