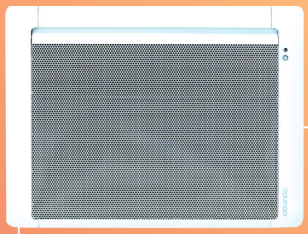
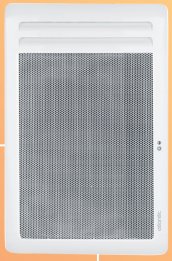
atlantic

GROUPE ATLANTIC
UK, ROI & NORTH AMERICA DIVISIONS

Tatou

RADIANT PANEL HEATER





All electrical appliances produced for the Company are guaranteed for one year against faulty material or workmanship. This applies only if the appliance has been used for purposes in accordance with the instructions provided and has not been connected to an unsuitable electricity supply, or subject to misuse, neglect, damage or modified or repaired by any person not authorised by the Company. This guarantee is offered to you as an extra benefit and does not affect your legal rights. The correct electricity supply voltage is shown on the rating label attached to the appliance. Reasonable care has been taken to ensure that this guide is accurate at the time of printing. In the interest of progress the Company reserve the right to vary specifications from time to time without notice.

Warning

Caution, hot surface.

WARNING : Some parts of this product may become very hot and cause burns on contact. Special care must be taken if children and vulnerable adults are present.

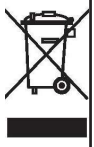
-Children under 3 years must be kept away from this appliance, unless they are constantly supervised.

-Children between 3 and 8 years should only put the unit on or off , to provided that the latter has been placed or installed in a normal position and that these children have supervision or have received instructions on using the machine safely and understand the potential hazards. Children aged between 3 and 8 years must not connect or adjust or clean the device and perform maintenance or user.

-This unit can be used by older children at least 8 years and by people with physical, sensory or mental capabilities or lack of experience or knowledge , they (if) is monitored correctly (s) or instructions for using the device safely given to them and if the risks were apprehended. Children should not play with the device . Cleaning and maintenance by the user should not be performed by children without supervision.

- This device may only be plugged in or connected by an authorised person, according to valid regulations and rules.

-The user manual for the device is available from the after-sales department, on the number shown on the warranty form included with this manual.

	Caution : For safety reasons, and to avoid overheating, do not cover the heating device.
	Devicece carrying this symbol must never be disposed of with household waste, but must be collected separately for recycling. At the end of their life, products must be collected and re-cycled according to local regulations and ordinances.
	When an device is installed at a higher altitude, the air output temperature rises (around 10° C per 1000 m rise in ground).

Declaration of conformity

RED DIRECTIVE 2014/53/UE (*)

Hereby Atlantic Industries declares that the equipment referenced below complies with the essential requirements of the RED Directive 2014/53/UE.

Description :	room heaters with radio card i2g
Model :	see model reference on the header instructions

Features :

Radio frequency bands used by the transceiver :
868MHz à 868.6MHz

868.7MHz à 869.2MHz

869.7MHz à 870MHz

Maximum radiofrequency power : <25mW

Wireless Equipment Class2 : may be placed on the market and put into service without restrictions

Radio range : 100 to 300 meters outside, variable depending on the associated equipment (the range can be altered depending on the installation conditions and the electromagnetic environment)

Compliance with radio and EMC standards is verified by the notified organism 0081: LCIE France, Fontenay aux Roses.

Installation

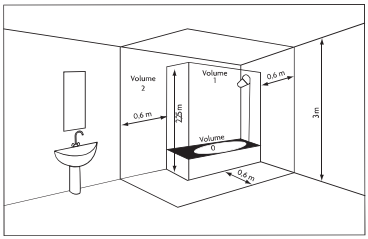
PREPARING THE INSTALLATION OF THE DEVICE

Installation guidelines

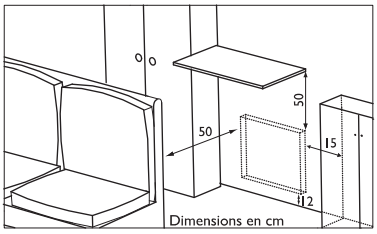
- This device was designed to be installed in residential premises. In any other case, please call your distributor.
- Installation must comply with the standards currently enforced in the country of use.
- The device must be supplied with 230V single-phase 50Hz.
- In damp areas such as bathrooms and kitchens, you must install the connection box at least 25cm above the floor.

Keep the device away from any draughts that may interfere with its operation (*e.g.: under a centrally controlled fan, etc...***). Do not install the heater under a fixed socket.**

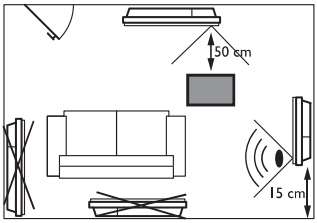
The device is fitted with a detection system, whose sensor is located on the front of the device.



Volume 1	No electrical device
Volume 2	Class II IPX24 electrical device (*EN 60335-2-43 : 2003/A2 : 2008*)



Comply with the minimum distances from any furniture units when positioning the device.
Do not install a shelf above vertical devices.



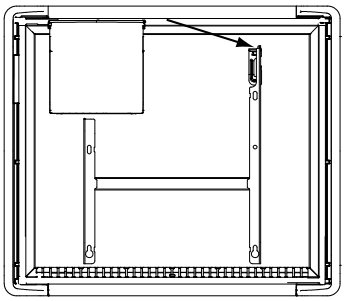
To optimise absence detection by your device, do not install it in a closed off corner or behind furniture.

UNLOCKING THE DEVICE'S HANGING FRAME

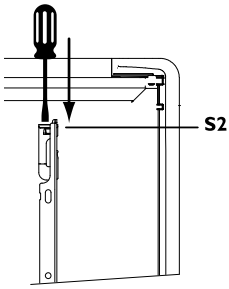
We recommend that you place the device face down on the floor, taking care to protect its front surface from scratches.

GB

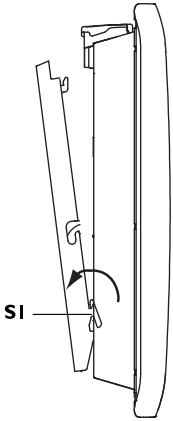
1 Take a flat-bladed screwdriver and lift the slider, taking care not to bend it.



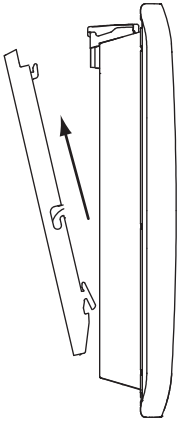
2 While keeping the slider raised, push the hanging frame towards the bottom of the heater to release the upper brackets S2. We recommend that you wear protective gloves.



3 Swivel the hanging frame downwards on the lower brackets S1.

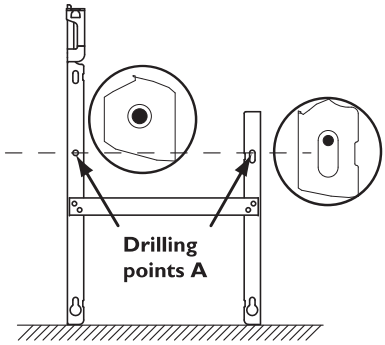


4 Remove the hanging frame.



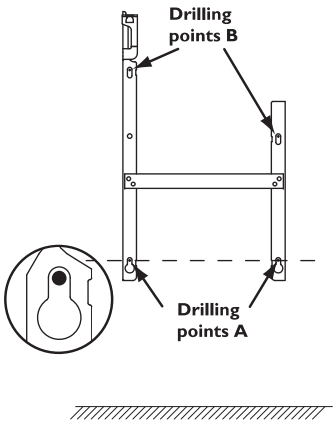
FIXING THE HANGING FRAME TO THE WALL

1 Place the hanging frame on the floor against the wall.
Locate drilling points **A**.



Drilling points **A** *show the position for the lower fastenings.*

2 Refit the hanging frame, lining up with drilling points **A** to find drilling points **B** (*you can also use a level*).



Drilling points **B** *show the position for the upper fastenings.*

3 Drill the 4 holes and insert the wall plugs. Use suitable wall plugs when fitting on a specific support (*e.g. plasterboard wall*).

4 Position the hanging frame and screw it down.

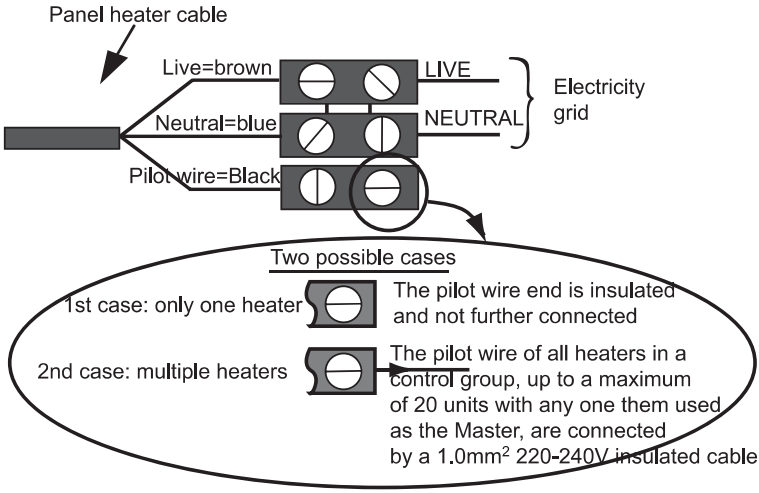
CONNECTING THE DEVICE

Connection rules and regulations

- The device must be supplied with 230V single-phase current at 50Hz.
- The device's power supply must be directly connected to the main supply after the circuit breaker without any intermediate switch.
- The device's power cable must be connected to the main supply via a connection box. In damp areas, such as bathrooms and kitchens, the connection box must be installed at least 25cm above the floor.
- An Earth connection is prohibited. Do not connect the pilot wire (black wire) to Earth.
- Power must be directly connected to the grid after pole disconnection device in accordance with the installation requirements.
- If the power cable is damaged, it must only be replaced by an electrician.
- If you are using the pilot wire and it is protected by a 30mA differential (e.g.: bathroom use), the pilot wire's power supply must also be protected on this differential.

Wiring diagram for the heating panel

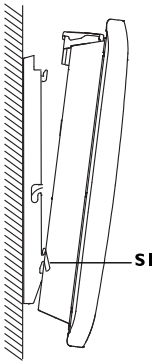
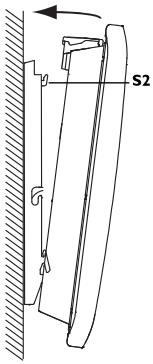
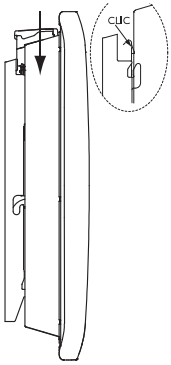
- Cut off the power supply and connect the wires as shown in the following diagram:



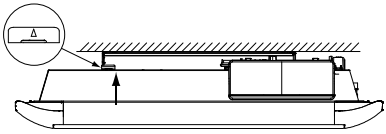
- You can connect the pilot wire if your home is equipped with a programming unit or controller.
- In this case, make the following checks according the selected mode (*Comfort, Eco, etc.*) to that the programming instructions are being transmitted correctly:

	COMFORT	ECO	FROST	SWITCH-OFF OF HEATING AND POWER CUT-OFF	COMFORT -1°C	COMFORT -2°C
SIGNAL TO BE TRANSMIT-TED						
MEASU-REMENT BETWEEN THE PILOT WIRE AND NEUTRAL	0 volt	230 volts	-115 Volts negative	-115 volts positive	230 volts for 3 s	230 Volts for 7 s

LOCKING THE DEVICE ONTO THE HANGING FRAME

Position the tilted device on brackets **S1**.	Pivot the device upwards and lift it to position it on brackets **S2**.	Lower the device onto the hanging frame. A click tells you that the device is fastened and locked in place.
		

To unlock the device from the hanging frame, take a flat-bladed screwdriver and **push the slider towards the wall**.
Lift the device while holding the slider in place with your screwdriver. Tilt it forwards and then remove it from brackets **S1**.



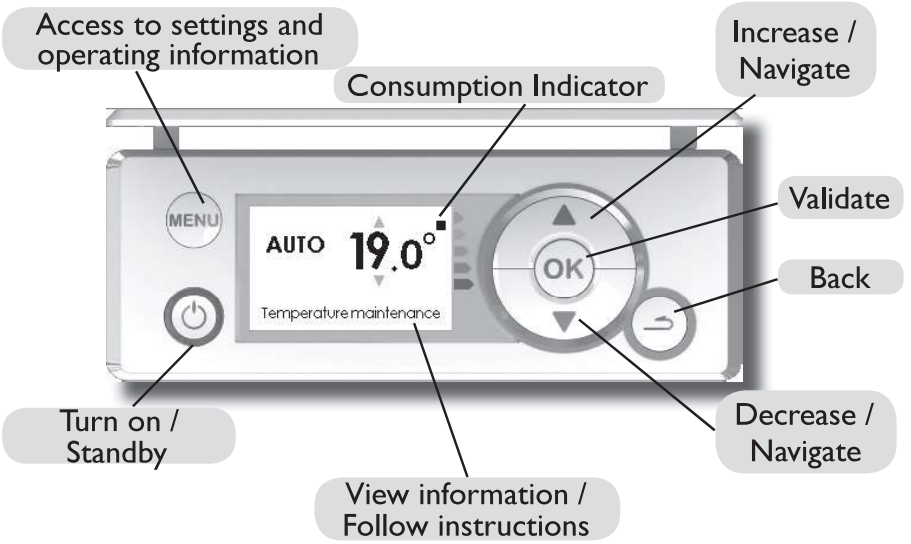
MAINTENANCE

To retain the performance of the device, it is necessary about twice a year to carry out dust removal using a vacuum cleaner or a brush at the air inlets and outlets. Every five years, have the inside of the device checked by a professional electrician. The outside of the device can be cleaned with a damp cloth.

Never use abrasive products or solvents.

Overview

CONTROL PANEL



On / Standby

To turn the device on, press on ⏻ .
The circle around the button turns green ⏻ .

For standby, press and hold on ⏻ .
The green circle around the button ⏻ turns off.

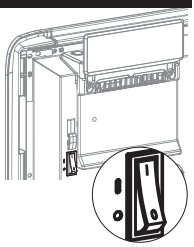
Control Locking / Unlocking

To avoid unauthorized access to the control panel, you have the option to lock it.

To lock, press for 5 seconds and at the same time on ▲+▼
To unlock, repeat the same operation.

ON / OFF SWITCH

An on/off switch is located on the back of the device. Only use this switch for prolonged shutdown (*outside heating periods*). Make sure the switch is on I (On).



After a prolonged shutdown, resetting the date and time may be required.

START-UP

When first powered on, follow the instructions displayed on the screen.

Set the language

Change the language with ▲▼ and validate with OK.

You can later access the Language setting through the Expert Menu (*see "Expert Menu" section*).

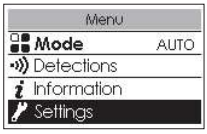
GB

Set the date and time

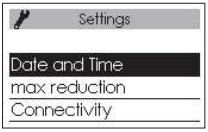
Change the date with ▲▼ and validate with OK. Proceed in the same way to set the month, year, hour, minute.

You will be able to access the date and time setting later.

MENU ▲▼



OK



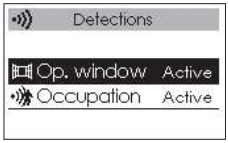
OK

The Daylight saving time (DST) is automatically set by default.
You can disable the default Daylight saving time DST (*see "Expert menu" section*).

Device status

When first powered on,

- AUTO mode is selected (*see "Operating Modes" section*)
- The set temperature is 19°C,
- Open window and occupation detection functions are enabled (*see "Detections Functions" section*)
- The maximum temperature reduction (*during absences*) from the set temperature is 3° C



Operation

CONNECTIVITY

Before any action, turn the screen on by pressing any button.

This menu gives you access to the Connectivity settings.

Our panels are **iO-homecontrol®** compatible.

This highly secured wireless radio communication technology is integrated into a wide range of home equipment proposed by partner brands, and home experts.

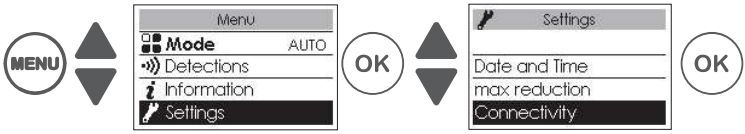
On our heaters integrating iO-homecontrol® with the Connectivity menu, you can :

- **Connect several compatible devices** together in the same room.

  For optimum results, only devices located in the same room must be connected together (*up to a maximum of 5 devices*).

- **Connect your devices to the application** Cozytouch, for remote control (*from the application*).

Access to CONNECTIVITY :



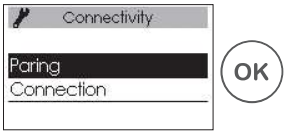
Connecting devices together

Devices , located in the same room can be connected together allowing communication and information sharing.

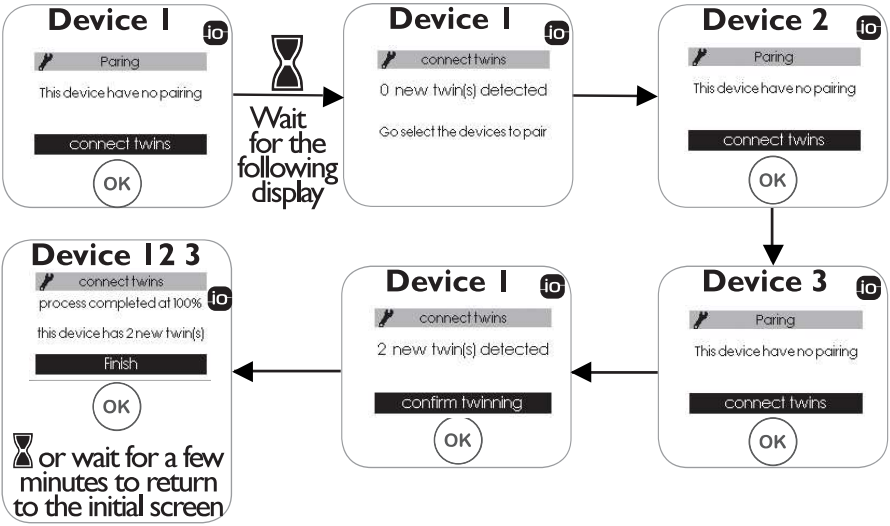
For example, when multiple devices are connected together, a temperature change or a mode change on one device immediately affects all other devices.

Similarly, if one of the devices in the room detects your presence, it will provide such information to the other devices.

Access CONNECTING DEVICES TOGETHER :



Example: connect 3 devices in the same room

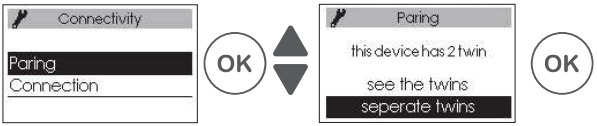


See the twins :

You can see the devices you connected together.

Separate the twins

This operation removes all connections between devices.



Connect an additional device :

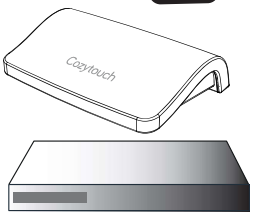
The existing connection between devices must be cancelled (*see "Separate the twins"*) and re-start the operation to connect all devices together.

Connection

This device is compatible with our Cozytouch solution (*Any information is available on our website*) and with the iO-homecontrol® protocol boxes.

Required accessories :

• Application Cozytouch compatible with iOS and Android.
Free download from App Store® or Google Store®.



• Bridge Cozytouch
Sold by the distributors of our brand or on our website.

• Internet Box

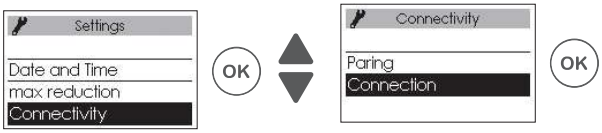
This system allows you to control, program, monitor your device(s) remotely via a smartphone or a tablet. For example, you can change the set temperature or the operating mode, manage your absences by providing your return date, or view the consumption of your devices.

You can connect a device or a group of devices connected together to the application.

All connection or control operations should be done from the application (*Follow the instructions on your smartphone or tablet*).

<u>Connect your devices</u> :

Follow the instructions in the application :



If the devices are already connected together, this operation should be done on a single device.

TEMPERATURE SETTING

Before any action, turn the screen on by pressing any button.

Set Temperature

To change the set temperature, use ▲▼

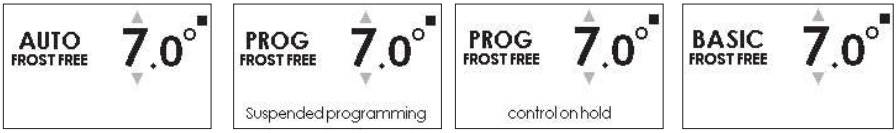
By default the set temperature is 19°C (*Recommended temperature*) and can be changed from 12°C to 28°C.

Use the consumption indicator to optimize your setting. When the consumption indicator is at the level of the green symbol, the temperature is less than or equal to the recommended temperature.

It takes at least 6 hours for the temperature to stabilize in the room.

Frost protection setting

Use this function when you are absent for more than 48 hours.
To enable the Frost protection press on ▼ until 7.0° is displayed.



When you return, regardless of the selected mode, reset the set temperature to return to normal operation.

OPERATING MODES

Before any action, turn the screen on by pressing any button.

Select the operating mode best suited to your needs.

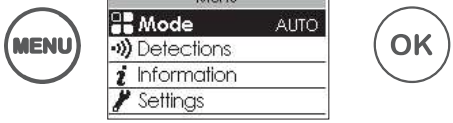
3 operating modes are available :

AUTO
Using the smart control.
The device programs itself automatically.

BASIC
Access limited to temperature setting and connections functions.

PROG
Function manual programming (*using internal and external programming*).

Accessing the MODES :



AUTO MODE

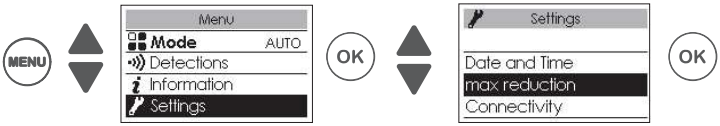
This mode enables smart control. You set the desired temperature when you are in the room and the device optimizes your comfort while saving money.

The device :

- records your lifestyle rhythm and changes during the week to manage its own programming,
- anticipates heating for you to have the right temperature when you return to the room,
- detects your presence and unplanned absences to adjust the temperature automatically,
- detects window opening and closing to lower the temperature to 7°C when you let some fresh air in the room.

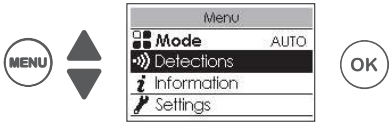
Accessible functions in AUTO mode

- **Temperature reduction**



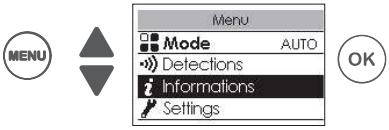
Enables to set the maximum temperature reduction level you want during your absences (*from -2°C to -4°C*). The default temperature reduction is -3° C.

- **Detections functions**



The occupation detection function is always enabled.
By default, the open window detection function is enabled and can be disabled (*see "Detections functions" section*)

- **Viewing smart control information**



Autoprogramming

Displays periods of presence recorded by the device for each day of the week. Your device records, stores and evaluates constantly your lifestyle rhythm and changes to adapt the temperature of your room.

After start-up, a week of normal operation is required to set the autoprogramming. It will then evolve and become more specific over time.

Anticipation time

For optimal heating before your return, your device records and memorizes the temperature rise time according to the characteristics of your room *(size, insulation, outside temperature...)*.

Energy savings

Your device notifies you of any savings by indicating the percentage of time temperature reduction has been done over the last 7 days.

After start-up, a week of operation is required to view a first result. Then, it will be updated continuously.

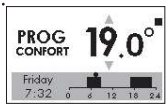
BASIC MODE

The device continuously follows the set temperature. All smart functions are disabled.

PROG MODE

This mode uses internal or external programming. The device follows :

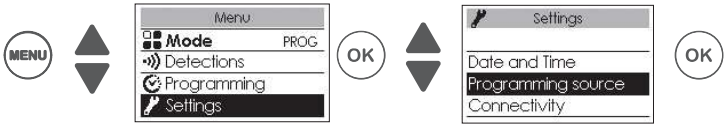
- The internal program defined for each day of the week,



or

- External programming commands of your system

Setting the programming source :



- **Internal programming** Internal program OK

This programming source is selected by default.
The device follows set programs.
Programs are prerecorded. You can change them (*see "Changing internal programs" section*).

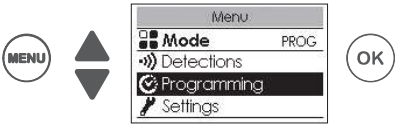
- **External programming** External control OK

The device follows external control commands of your system by control wire connection or radio connection io.

To control a device(s) from a control point io outside of your system, you must :
1) exchange the security key before the association at the control unit. To make it, send or receive the security key (*see "Expert Menu" section*).
2) authorize the association on each device if your system is equipped of our brand control unit io (*see "Expert Menu" section*).

If some devices are connected together, **send** the security key from only one device.
If some devices are not connected together, exchange the security key on each devices.

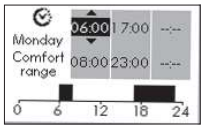
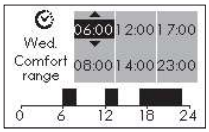
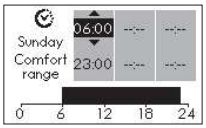
Changing internal programs :



You can program up to 3 Comfort temperature ranges for each day of the week.
Outside of these ranges, the device will reduce temperature (*default setting at -3.5°C*).

You can change ranges by pressing and validate with OK .

Examples of programming :

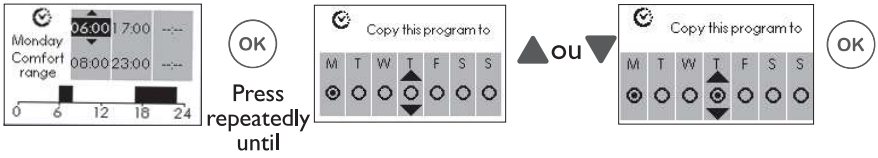
Two comfort temperature ranges : • from 6:00 a.m. to 8:00 a.m. • from 5:00 p.m. to 11:00 p.m.	Three comfort temperature ranges : • from 6:00 a.m. to 8:00 a.m. • from 12:00 p.m. to 2:00 p.m. • from 5:00 p.m. to 11:00 p.m.	One comfort temperature range : • from 6:00 a.m. to 11:00 p.m.
		

- **Copying a program**

You can copy the program set for one day and apply it to another (several) day(s).

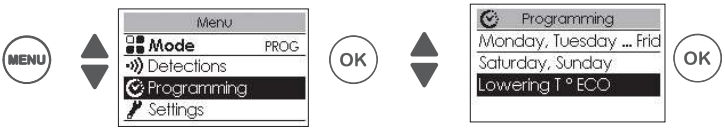
Scroll through the days with (OK). Copy with ▲▼. Return to the previous day with (⮌).

Example : Copy Mondays' program to Thursdays



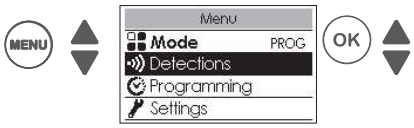
<u>Accessible functions in PROG MODE</u> :

- **Temperature reduction**



Regulates the temperature reduction level you want outside of comfort ranges (*from -2°C to -9°C*). By default, it is set at **-3.5°C** (*if the set temperature is 19°C, as a result, outside of Comfort ranges, it will fall to 15.5°C*).

- **Detections functions**

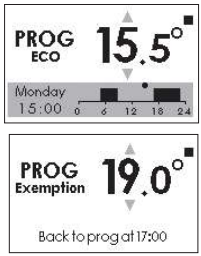


By default, the occupation detection function is disabled and the open window detection function is enabled (see "DETECTIONS FUNCTIONS").

_Enabled Occupation detection function. Useful to automatically manage your unexpected presences.

Example : On Monday, you scheduled a comfort temperature range from 5:00 p.m. to 11:00 p.m. You get back at 3:00 p.m. The devices detects your presence and automatically goes to the comfort temperature range.

- **Programming Punctual Override**



➲<u>Disabled Occupation detection function</u>

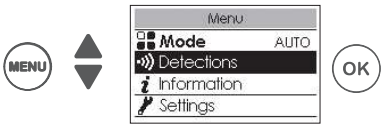
Useful to manage your unexpected presences.

Example : On Monday, you scheduled a comfort temperature range from 5:00 p.m. to 11:00 p.m. You get back at 3:00 p.m. and the device displays an Eco temperature. You can manually increase the temperature.

The punctual override is enabled until the next comfort temperature range set in the program. The device will then resume normal operation.

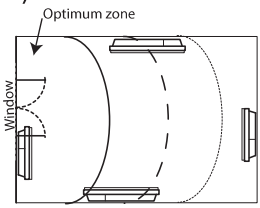
DETECTIONS FUNCTIONS

Before any action, turn the screen on by pressing any button.



Open Window / Closed Window

Detect temperature changes associated with opening and closing your windows.
If you forget to turn your device off when a window is open for an extended period of time, this function will solves this problem and prevent unnecessary heating from your device.
The device will automatically change to Frost Free (7°C), when it detects an open window and will restart at the set temperature, when it detects that it is closed.



Your device reacts to opening and closing of windows, in accordance with several variables, including in particular:
- the desired temperature in the room,
- external temperature,
- configuration of your installation (*the location of your device in relation to the window*).

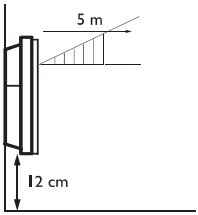
We do not recommend the use of the Airing function in corridors and rooms located close to an entrance door from outside your home or from the garage.

Enabling / Disabling the function

If devices are connected together, you can disable Open window detection on a single device without disabling the other (see "Settings" in the "Expert Menu").

Occupation

Enables heating of the room only when a person is present. The device applies the recorded set temperature. The detection is not done below the sensor.

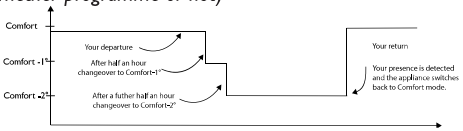


Enabling / Disabling the function

The function is always enabled when in AUTO MODE

Ex : Your device is set to 19° C, in Comfort mode (*whether programme or not*)

- 9:00, it detects your absence ;
- 9:30, its operating instructions are set to 18° C ;
- 10:00, its operating instructions are set to 17° C.



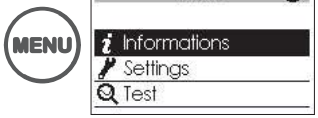
Expert Menu

Before any action, turn the screen on by pressing any button.

With this menu you can access advanced functions of the device.

Press
at the same time

for 5 seconds



Informations	Provides information on the device which you may be asked if you call customer support.		
Settings	General	Clock	Auto Summer/Winter Enables or disables the automatic Daylight Saving Time function. By default this setting is enabled.
			Date and time.
		Language	Enables to choose the language.
		Reset	Enables to return to the factory default setting (*Auto mode enabled, set at 19°C (temperature reduction set at 3°C, detection functions enabled*) Connecting devices together, connection to the application or to a control unit will be deleted.
	Setup Functions	Calibration T°	Calibrates the device to adjust the set temperature to the temperature in the room if you notice a difference after several hours of heating. The calibration value is between -3°C and + 3°C. E.g. if the room temp. = 18°C and the set temp. = 20°C, select -2.0°.
		Window detection	If several devices are connected together, gives the option to disable the function on this device only. May be necessary depending on the configuration of the system. Disabling the function on this device does not disable the function on the other connected devices. This device follows the open window detection functions of the other connected devices.

Settings	Setup Functions	Peack control	Lowers the set temperature from -1°C to -2 C during higher pricing periods. These periods are indicated through a private radio message which will be sent depending on the system used. This function is available from the EDF LINKY® system deployment and requires installing the Cozytouch solution.
		Led brightness	Adjusts the ring's brightness level (*power indicator*) .
	Restrictions	Max Temperature	Records a maximum set temperature which cannot be exceeded. It is preset at 28°C and can be changed (from 19°C to 28°C).
		Access control	Partially or completely restricts device settings.
		PIN code	Enables entering a personal access code to the Expert Menu. Once activated, access to the Expert Menu is coded. You can write down your personal PIN here □□□ To disable it, return to Expert Menu, enter your personal PIN, and return to Settings ⇨Restrictions ⇨ PIN.
	Connectivity	Sending security key	The security key will secure your system in order to not interfere with a neighboring device. The key exchange gives you the option to associate a control unit to your system. Enables sending the security key to a control unit . Prefer this action if devices are connected.
		Receiving security key	Enables receiving the security key from a control unit . Connection problem between devices may appear if security key is not transmitted to other connected devices.
		Authorize the association	Once key exchange is completed, this action is necessary to allow the association with our brand control unit .
		Reset Connectivity	Cancels all connections (*devices connected together, connection to the application, connection to a centralized control unit*).
Test	Main Heat. Elem.	Starting and running the heater for 5 minutes to check the functioning.	
	Presence Sensor	Activates the sensor to ensure proper operation.	
	Radio	Test signal emission	Checks proper radio communication between two devices by sending a signal to a device and receiving by another. If the signal is weak, there is risk of loss of communication. Check the system (*distance and / or obstacles between devices*).
		Test signal reception	

Load shedding

Our devices are compatible with different load shedding systems. However, you must not use load shedding by cutting the main power supply as this system is not compatible with our devices. Unwanted and repeated power outages can cause wear and damage electronic cards which would not be covered by the manufacturer's warranty.
On any selected mode, during load shedding periods, your device displays "Load Shedding Priority Order."

GB

Characteristic

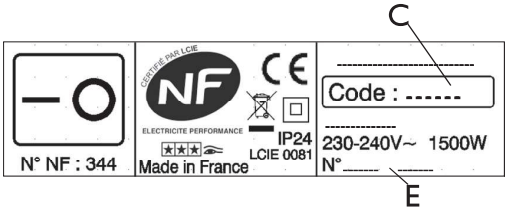
Model references	RYHG-3		
Characteristic	Symbol	Value	Unit
Heat output			
Rated heat output	P nom	0,5 to 2 500 to 2000	kW W
Minimum heat output	P min	0,5 500	kW W
Maximum continuous heat output	P max,c	2 2000	kW W
Auxiliary electricity consumption			
At rated heat output	el max	0,000	kW
At minimum heat output	el min	0,000	kW
In standby mode	el sb	0,00057 0,57	kW W
Type of heat output / room temperature check			
Characteristic	Unit	Additional information	
Electronic room temperature check and weekly programmer	yes		
Other inspection options			
Room temperature check, with presence detector.	yes		
Room temperature check, with open window detector.	yes		
Remote control option.	yes		
Adaptive activation control.	yes		
Activation time limiter.	no		
Black goble sensor.	no		
Contact details	Idem information label		

Troubleshooting

Problems	Check
The screen of the control panel does not turn on.	Make sure the switch on the back or on the side of the device is in position I. Make sure the device is connected to the electrical system.
The ring around the button "On / Standby" does not light up.	Check the brightness setting level (*see Expert Menu section*).
The device is not heating.	If the device is in programming mode, make sure the programming in set at COMFORT. Make sure the circuit breakers of the system are activated or that the load shedder (*if you have one*) did not out powered the heater. If the temperature of the room is higher than the set temperature, it is normal the device is not heating.
The device is heating all the time.	Make sure the device is not located near an air stream or the set temperature was not increased.
The device is not heating enough.	Increase the Comfort set temperature. If it is set at the maximum temerature, check the following: - Check if another heating mode exists in the room. - Make sure your device is only heating the room (closed door). - Have the power supply to the device checked. - Check if the power of your device is adapted to the size of your room (*we recommend an average of 100 W/m2 for a ceiling height of 2,50m or 40W/m3*).
The surface of the device is very hot.	It is normal for the device to be hot when in use. The maximum surface temperature is limited according to the NF Electricity Performance Standard. However, if you feel that your device is still too hot, make sure the power is adapted to the size of your room (*we recommend 100W/m² for a ceiling height of 2,50m or 40W/m3*) and that the device is not placed near an air stream which would affect its control mechanism.
The device does not follow internal programming commands.	Check the set date and time. Make sure the device is in PROG MODE and internal programming is selected.
The device does not follow external programming commands.	Make sure the programming unit is used properly (see the operating instructions of the Control Unit). Make sure the device is in PROG MODE and the external control is selected.

Problems	Check
A connected device does not communicate with other connected devices.	Make sure the device is properly connected (see *"CONNECTIONS" section*). Cancel the whole Connecting Devices Together procedure and start over. The maximum number of devices that can be connected together is 5. The maximum range is 100m open space / 20m2 concrete slabs.
The Expert Menu is not accessible.	You saved a PIN. You must enter your PIN to access the Expert Menu (see Expert menu section). If you forgot your PIN, enter the code 081.
Dirty marks appear on the wall around the device.	The dirty marks come from the bad quality of the air in the room. In this case, you are advised to check that the room is correctly aired (*ventilation, vent duct, etc.*), that the air is clean and not to smoke in the room. Your device will not be replaced under guarantee because of these dirty marks.

If you were not able to solve your problem, contact a professional with your device references found on the nameplate (*commercial code (C), serial No. (E)*), room temperature and maybe the programming system references. You may also have to provide information contained in the Information Part of the Expert Menu.



WARRANTY CONDITIONS

-The guarantee period is two years from the date of installation or purchase and may not exceed 30 months from the date of manufacture in the absence of a receipt.

-The guarantee covers the replacement and supply of components recognised as being defective, excluding any damages or interest.

-The user is responsible for any labour or transport costs.

-The guarantee does not cover any damage arising from improper installation, abnormal use or non-observance of the requirements of the said instructions for installation and use .

-The stipulations of the present guarantee conditions do not exclude any of the purchaser's legal rights of guarantee against faults or hidden defects, which are applicable in all cases under the stipulations of Articles 1641 of the Civil Code.

-Present this certificate to your distributor or installer only in the event of a claim, together with your purchase invoice.

The commercial code and the serial number identify for the manufacturer the particular device you have bought.

This information can be found on the information plate situated on the side of the device.

To claim under guarantee, contact your installer or dealer.
If necessary, contact :

ATLANTIC INTERNATIONAL

58 Av Gén. Leclerc

92340 Bourg-La-Reine

France

Tel: (33) 146836000 Fax: (33) 14683600l

RYHG-3-F Janv 18

atlantic

atlantic-heat.co.uk

T: 0844 3350 549 F: 0844 5436 180
E: enquiries@atlantic-heat.co.uk
Atlantic Heat | PO Box 103, National Avenue,
Kingston Upon Hull, HU5 4JN

GROUPE ATLANTIC
UK, ROI & NORTH AMERICA DIVISIONS

Atlantic Heat is part of Ideal Boilers Limited. Ideal Boilers Ltd. pursues a policy of continuing improvement in the design and performance of its products. The right is therefore reserved to vary specification without notice.