

## TROUBLESHOOTING

### TROUBLE SHOOTING

#### General Information:

Environmental Factors - There are a number of factors that will affect your desired comfort level. These factors can include insulation, open or drafty doors and windows, and outside temperature. Please check and take action if any of these potential problems are affecting your heaters ability to adequately warm your room.

Supplemental Heat - Portable electric heaters are intended for supplemental heating of rooms to heat the room your in and turn down the central heat thermostat. They are not intended to replace central heating systems.

**Do NOT attempt to repair or adjust any electrical or mechanical functions on this heater. Doing so will void warranty. The inside of the heater contains no user serviceable parts. All servicing should be performed by qualified personnel only.**

| Troubleshooting for your Heater  |   |   |
|--|---|---|
| Trouble  | Probable Cause  | Solution  |
| <ul style="list-style-type: none"> <li>Heater Does Not Turn On.</li> </ul>   | <ul style="list-style-type: none"> <li>Timer Activated.</li> <li>Tip-over switch engaged.</li> <li>Manual user reset is activated.</li> <li>Not plugged in properly.</li> <li>Electrical outlet does not hold plug in securely.</li> <li>Thermostat set too low.</li> <li>Obstruction causing the heater not to operate.</li> <li>Circuit breaker trips.</li> </ul> | <ul style="list-style-type: none"> <li>Press the Power Button to Turn on the Heater.</li> <li>Set heater upright on a level surface.</li> <li>Follow reset instructions listed in this manual.</li> <li>Ensure plug is properly inserted. Make sure electrical outlet and circuit breaker are working.</li> <li>Have outlet replaced by a licensed electrician.</li> <li>Turn the Dial Wheel right to the highest temperature setting.</li> <li>Unplug the heater and remove all obstructions. Position your heater 36 inches (0.9m) away from all objects.</li> <li>Make sure no other high wattage appliances are operating on the same circuit and reset breaker if needed.</li> </ul> |
| <ul style="list-style-type: none"> <li>Power Light is Flashing or in some cases, Heater Turns On at Max Heat setting but then Shuts Off in 2 seconds with Power Light Flashing.</li> </ul> | <ul style="list-style-type: none"> <li>Auto Safety Shut-off system is activated when there is potential overheat.</li> <li>Tip-over switch engaged.</li> </ul>  | <ul style="list-style-type: none"> <li>Follow Auto Safety Shut-off instructions to reset the heater and allow sufficient time for the heater to cool down before plugging in again.</li> <li>Set heater upright on a level surface.</li> </ul>  |

## TROUBLESHOOTING

### Troubleshooting for your Heater

| Trouble  | Probable Cause  | Solution  |
|--|---|---|
| <ul style="list-style-type: none"> <li>Not Enough Heat.</li> </ul>                     | <ul style="list-style-type: none"> <li>Heater is in Low Heat setting.</li> <li>Thermostat set too low.</li> </ul>   | <ul style="list-style-type: none"> <li>Change setting to Max Heat.</li> <li>Turn the Dial Wheel right to the highest temperature setting.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Heater cycles ON and OFF frequently.</li> </ul> | <ul style="list-style-type: none"> <li>The thermostat automatically turns the heater on and off to maintain selected comfort level.</li> <li>Every 10-15 minute the heater turns on and runs for a minute.</li> </ul>   | <ul style="list-style-type: none"> <li>To make this occur less frequently turn the Dial Wheel right to the highest setting.</li> <li>This is normal operation to ensure the heater is maintaining the room temp accurately.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Remote Does not work.</li> </ul>                | <ul style="list-style-type: none"> <li>Battery low.</li> <li>Distance too far.</li> <li>Control Panel Display dirty.</li> </ul>   | <ul style="list-style-type: none"> <li>Change battery (Disc type, 3 volt, CR2025).</li> <li>Remote works up to 20 feet (6m).</li> <li>Be sure to point remote at control panel on heater and there are no obstructions.</li> <li>Make sure display panel is clean.</li> </ul> |
| <ul style="list-style-type: none"> <li>Heater is Blowing Cold Air.</li> </ul>          | <ul style="list-style-type: none"> <li>When the heater is in Thermostat Mode and reaches the set temperature it will automatically perform a 15 second cool down (blowing cold air) to ensure thermostat accuracy.</li> <li>Unit is in the Fan Only setting.</li> <li>Power Button may have been pressed to turn off the heater.</li> </ul> | <ul style="list-style-type: none"> <li>Raise the temperature higher or change setting to Eco-Smart™ or Max heat.</li> <li>Press the Max Heat or Eco-Smart™ Buttons.</li> <li>Press the Power Button to turn on the heater.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Fan Speed Doesn't Change.</li> </ul>            | <ul style="list-style-type: none"> <li>Max Heat and Eco-Smart™ settings control the heat output of the heater and not the fan speed. Fan runs at the same speed on all settings.</li> </ul>   | <ul style="list-style-type: none"> <li>Run heater in Max Heat for maximum heat output.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Unexpected Noise.</li> </ul>                    | <ul style="list-style-type: none"> <li>You may hear a popping or crackling sound as the heater heats up. This is normal and safe operation. Once the heater heats up, the crackling sound will go away.</li> </ul>  | <ul style="list-style-type: none"> <li>If the noise persists call Bionaire at 1-800-253-2764.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Unexpected Smell.</li> </ul>                    | <ul style="list-style-type: none"> <li>There may be an odor or vapor coming from the heater the first time you use it or after prolonged or seasonal storage.</li> </ul>  | <ul style="list-style-type: none"> <li>This is normal and is the result of dust or other debris accumulating on the heating element. Make sure the heater is in a well ventilated area and continue running until the odor or vapor goes away.</li> </ul>                     |

If you have any questions regarding your product or would like to learn more about other Bionaire® products, please contact our Consumer Service Department at 1-800-253-2764 or visit our website at [www.bionaire.com](http://www.bionaire.com).

## WARRANTY INFORMATION

### 1 YEAR LIMITED WARRANTY

Sunbeam Products, Inc. doing business as Jarden Consumer Solutions or if in Canada, Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions (collectively "JCS") warrants that for a period of one year from the date of purchase, this product will be free from defects in material and workmanship. JCS, at its option, will repair or replace this product or any component of the product found to be defective during the warranty period.

Replacement will be made with a new or remanufactured product or component. If the product is no longer available, replacement may be made with a similar product of equal or greater value. This is your exclusive warranty. Do NOT attempt to repair or adjust any electrical or mechanical functions on this product. Doing so will void this warranty. This warranty is valid for the original retail purchaser from the date of initial retail purchase and is not transferable. Keep the original sales receipt. Proof of purchase is required to obtain warranty performance. JCS dealers, service centers, or retail stores selling JCS products do not have the right to alter, modify or any way change the terms and conditions of this warranty.

This warranty does not cover normal wear of parts or damage resulting from any of the following: negligent use or misuse of the product, use on improper voltage or current, use contrary to the operating instructions, disassembly, repair or alteration by anyone other than JCS or an authorized JCS service center. Further, the warranty does not cover: Acts of God, such as fire, flood, hurricanes and tornadoes.

#### What are the limits on JCS's Liability?

JCS shall not be liable for any incidental or consequential damages caused by the breach of any express, implied or statutory warranty or condition.

Except to the extent prohibited by applicable law, any implied warranty or condition of merchantability or fitness for a particular purpose is limited in duration to the duration of the above warranty.

JCS disclaims all other warranties, conditions or representations, express, implied, statutory or otherwise.

JCS shall not be liable for any damages of any kind resulting from the purchase, use or misuse of, or inability to use the product including incidental, special, consequential or similar damages or loss of profits, or for any breach of contract, fundamental or otherwise, or for any claim brought against purchaser by any other party.

Some provinces, states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusion may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from province to province, state to state or jurisdiction to jurisdiction.

#### How to Obtain Warranty Service

##### In the U.S.A.

If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-253-2764 and a convenient service center address will be provided to you.

##### In Canada

If you have any question regarding this warranty or would like to obtain warranty service, please call 1-800-253-2764 and a convenient service center address will be provided to you.

In the U.S.A., this warranty is offered by Sunbeam Products, Inc. doing business as Jarden Consumer Solutions located in Boca Raton, Florida 33431. In Canada, this warranty is offered by Sunbeam Corporation (Canada) Limited doing business as Jarden Consumer Solutions, located at 20 B Hereford Street, Brampton, Ontario L6Y 0M1. If you have any other problem or claim in connection with this product, please write our Consumer Service Department. **PLEASE DO NOT RETURN THIS PRODUCT TO ANY OF THESE ADDRESSES OR TO THE PLACE OF PURCHASE.**

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BCH9212U10EM1

Printed In China

# BIONAIRE®

pure indoor living



## HEATER WITH ADVANCED DIGITAL THERMOSTAT

MODEL: BCH9212

## Instruction Leaflet

Read instructions before operating. Retain for future reference.

Questions? Comments? Call 1-800-253-2764 in North America.

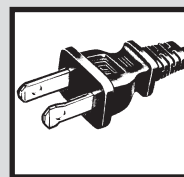
## PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the appliance.
2. To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
3. The heater is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.
4. DO NOT run cord under carpeting. DO NOT cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
5. This heater is not intended for use in bathrooms, laundry areas and similar indoor location. NEVER locate heater where it may fall into a bathtub or other water container.
6. Extreme caution is necessary when any heater is used by, or near children or invalids, and whenever the heater is left operating and unattended.
7. Always unplug the heater when not in use.
8. When unplugging, be sure to pull by the plug and not the cord.
9. DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
10. DO NOT operate heater with a damaged cord or plug, or after the heater malfunctions, has been dropped or damaged in any manner. Return appliance to manufacturer for examination, electrical or mechanical adjustment, or repair.
11. A heater has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint, or flammable liquids are used or stored.

12. Use appliance only for intended household use as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. The use of attachments not recommended or sold by the manufacturer may cause hazards.
13. DO NOT use outdoors.
14. To prevent a possible fire, DO NOT block air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where openings may become blocked.
15. To disconnect heater, turn controls to OFF, then remove plug from outlet.
16. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord shall be No. 14 AWG minimum size and rated not less than 1875 watts.
17. If the heater will not operate, see specific instructions on Auto Safety Shut-off.
18. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void your warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.
19. Discontinue use if plug or outlet is hot. It is recommended that the outlet be replaced if plug or outlet is hot to touch.

## PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS



**THIS APPLIANCE HAS A POLARIZED PLUG (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet.**

**DO NOT ATTEMPT TO MODIFY THIS PLUG OR DEFEAT THIS SAFETY FEATURE IN ANY WAY.**

## ASSEMBLY INSTRUCTIONS

### TECHNICAL SPECIFICATIONS

- Amps: 12.5
- Wattage: 1500W (+5% -10%)
- Working voltage: 120V AC/60Hz

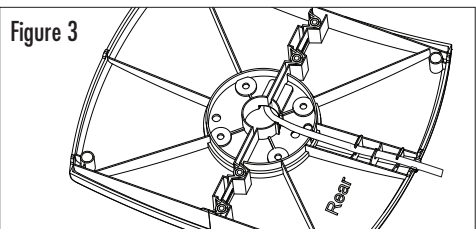
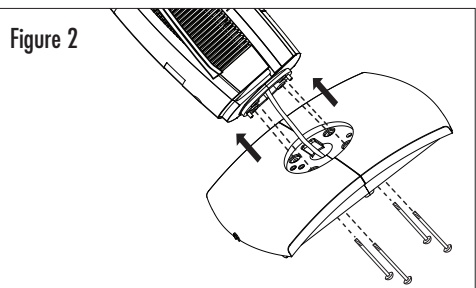
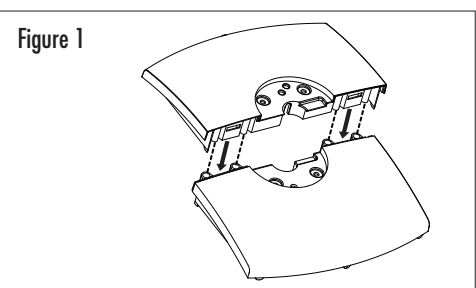
### ASSEMBLY INSTRUCTIONS

Unpack your heater from the box, being careful to remove all parts from plastic bags and remaining packaging. Please save the carton for off-season storage.

Your heater is packed with separate base in the box. Carefully remove all parts from plastic bags. To prevent scratches, place all parts onto a cloth before assembly. Follow the below instructions for Base assembly:

#### Base Assembly

- Step 1: If the base is in two halves, snap them together by sliding slots of one base half into slots of second base half. Refer to Figure 1.
- Step 2: Run the power cord through the center of the assembled base. To assemble the base to the unit (either one or two-piece base) first make sure the side marked "Rear" is facing the back of the heater. Line up holes of the base with holes on bottom of heater housing, and secure with 4 provided screws. Refer to Figure 2.
- Step 3: Lace the power cord through the cord minders on the underside of the base. Refer to Figure 3.
- Step 4: Turn the heater right side up on a flat level surface prior to beginning operation.



## FEATURES - OPERATIONS

### Remote Control

Unpack the remote control from box. This includes one lithium battery, CR2025/3V. Please note this remote control will not work through walls. Remove battery before discarding the remote.

**NOTE:** REMOVE THE PROTECTIVE COVER FROM THE BATTERY PRIOR TO BEGINNING OPERATION.

### Battery Replacement

1. Locate the battery cover on the back of the remote control handset. Slide the battery cover out with your thumb.
2. Place battery into battery compartment.
3. Slide battery cover closed.
4. For your convenience, a remote control holder is integrated into the back of the heater housing.

### NOTES:

- THIS PRODUCT CONTAINS A BUTTON BATTERY. IF SWALLOWED, IT COULD CAUSE SEVERE INJURY IN JUST 2 HOURS. SEEK MEDICAL ATTENTION IMMEDIATELY.
- Remove the battery from the equipment when it is not being used for an extended period of time.
- Remove the used battery promptly.
- Do not discard used batteries into household trash containers. Contact your local government for disposal or recycling practices in your area.

### FCC STATEMENT

#### Potential for Radio/Television interference

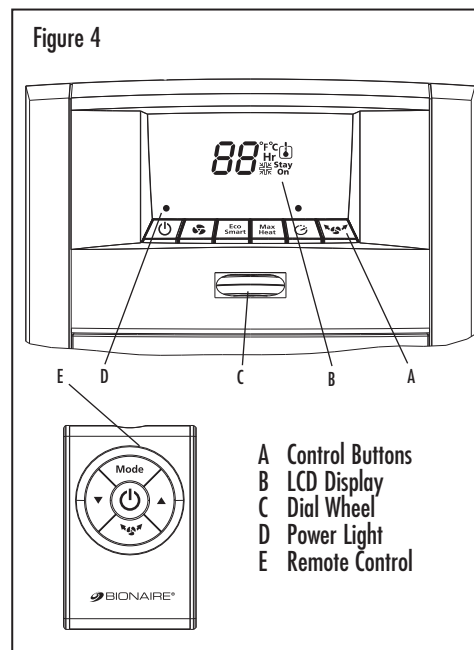
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. The product generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio

communications. However, there is no guarantee that the interference will not occur in a particular installation. If the product does cause harmful interference to radio or television reception, which can be determined by turning the product on or off, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the product and the receiver.
- Connect the product into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



## FEATURES - OPERATIONS

### OPERATING INSTRUCTIONS

1. Place heater on a firm, level surface.
2. Plug heater into a standard outlet. Once plugged in, the Power Light will illuminate.
3. Operate heater by pressing the Power Button (⏻) and selecting modes and settings according to preference.

### Power On/Off

Press the Power On/Off Button to turn the heater on. Once on, the heater will run in the **Max Heat** mode and the **Stay On** icon will appear on the LCD Display. Press the Power On/Off button to manually turn off the heater at any setting.

**NOTE:** The Power Light will remain illuminated while unit is plugged in.

### Mode Selection

Select your desired heat settings by pressing the corresponding buttons as located on your heater or press the Mode button on remote control to cycle through the heat settings. An indicator light will illuminate next to each button to indicate that the selected setting/mode is activated.

### Fan Only Setting

Press the **Fan Only** Button to run the heater without heat output. The **Stay On** icon will appear on the LCD Display.

### Max Heat - HIGH Heat Setting

Press the **Max Heat** Button to run the heater continuously at 1500W. The **Stay On** icon will appear on the LCD Display.

### Eco Smart Eco-Smart™ Setting

Press the **Eco-Smart**™ Button to activate the energy efficient **Eco-Smart**™ Mode. The heater will now cycle between high (at 1500W) and low (at 750W) heat settings to provide heat. The **Stay On** icon will appear on the LCD Display.

### Thermostat Control

Your heater is equipped with a digital thermostat that allows you to set your heater to a precise comfort level by turning the Dial Wheel on the control panel or pressing the arrow buttons on the remote control:

Turn the Dial Wheel to activate. The **Thermostat icon** (⏻) will appear on the LCD Display.

To preset a precise comfort level, turn the Dial Wheel to adjust the temperature from **85°F** to **65°F** (Default: **85°F**). The LCD Display will show the selected temperature reading. When the preset temperature is reached, the heater will shut off and cool down for 15 seconds. When the room temperature drops below the preset temperature, the heater will automatically turn on again to maintain the preset temperature level.

### FrostProtect™ Setting

Your heater is equipped with **FrostProtect**™. The heater will turn on automatically when the room temperature drops below 40°F. To activate FrostProtect™, turn the Dial Wheel to show **40°** and the **FrostProtect**™ icon (❄️) will appear on the LCD Display.

**NOTE:** It is normal for the heater to cycle on and off to maintain the preset temperature. Raise the thermostat setting or operate in **Stay On** mode to prevent the heater from cycling. When the preset temperature is reached or when the heater is shut off, the fan will run for 15 seconds without heat. This cool down process ensures an accurate and consistent temperature reading.

**NOTE:** To shut the heater off at any setting, press the Power Button (⏻) until the LCD Display goes off. The heater will cool down for 15 seconds, and the **Fan Only** indicator light will blink in Amber until cool down is completed. The digital thermostat has memory; it will remember the last temperature setting before the heater is turned off. However, if the heater is unplugged, the digital thermostat will no longer remember the previous temperature setting. You will need to reset the digital thermostat if the heater is unplugged.

## CLEANING / MAINTENANCE AUTO SAFETY SHUT-OFF

### Oscillation

Press the Oscillation Button (🌀) on control panel or remote control to activate or stop the oscillation feature.

**NOTE:** Please do not manually turn the heater on the base. It is designed to turn only by motorized oscillation.

### Timer

Your heater is equipped with 24-Hour Auto Shut-off Timer feature. This allows you to program your heater to shut off automatically after running a defined time interval (from 0 to 24 hours).

1. Press the Timer Button (⌚) once. The indicator light will begin to blink for 5 seconds. The LCD Display will show **0** and the **Hr** icon.
2. Turn the Dial Wheel on the control panel to adjust from 0 to 24 to select your desired time interval for the heater to shut-off automatically. The selected hour will appear on the LCD Display, and then the Timer indicator light will stop blinking in 3 seconds to indicate that the selected timer is activated. The LCD Display will return to show the **preset temperature and mode setting**.
3. To cancel the Timer feature, press the Timer Button (⌚) twice within 5 seconds, the Timer indicator light will go off.

**NOTE:** The timer does not work with the FrostProtect™ Setting.

### CLEANING/MAINTENANCE

Always unplug the heater before cleaning and allow the heater to cool down.

1. Clean the unit with a soft cloth moistened with a mild soap and water solution.
2. NEVER use abrasive or flammable solvents to clean the unit.
3. After cleaning, be sure to completely dry the unit with a cloth or towel.
4. Store heater in a cool, dry location.
5. It is recommended that you store the unit in its original carton.

**TIP:** Over time, dust may accumulate on the front grills. This can be removed by wiping the unit with a damp cloth.

### AUTO SAFETY SHUT-OFF

This heater is equipped with a technologically-advanced safety system that requires the user to reset the heater if there is a potential overheat situation. When a potential overheat temperature is reached, the system will automatically shut the heater off. It can only resume operation when the user resets the unit.

### If the heater shuts down and the Power Light is flashing:

1. Stand the heater upright.
2. Unplug the heater and allow 30 minutes for the heater to cool down.
3. After 30 minutes plug the heater in and operate normally.
4. If the heater does not work normally, repeat steps 1, 2 and 3 again.

**NOTE:** If the heater is plugged in again and Power On/Off Button is pressed within the 30-minute cool down period, heater will run at Max Heat setting, but shut down in 2 seconds with the Power Light flashing. Please repeat the above 4 steps to reset the heater again and ensure to allow sufficient time for the thermostat to cool down.

### Tip Over Shut-Off:

When the unit is accidentally knocked over, it will instantly shut off and the Power Light will flash. The unit may also shut off if it is moved or bumped. To reset, simply place the heater in an upright position, the Power Light will stop flashing and it will operate normally.

**NOTE:** If unit does not turn on when placed in the upright position, press Power On/Off Button once and heater will resume operation.



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