



Helpful information

Please take care to read the manual to ensure safe and efficient use of your new Trueshopping heater.

Before starting your heater for the first time you will need to carry out some initial product checks and setup procedures. We recommend manually turning the fan one full rotation Please ensure that the machine is not plugged in and fuelled during this procedure.

Please only use fuel that is recommend such as kerosene paraffin or regular diesel; using other fuels which may contain higher contaminants will cause damage to the machine or parts. This will also invalidate any warranty or guarantee.

Odour, smoke and sparks occurring in the initial use is normal due to potential contaminates on the machine and will clear in time.

Flames may appear at the outlet during ignition, this is caused by the fuel and air not mixing correctly and can cause a continuous flame and will stop after a short time of continuous use.
Please ensure that the machine is full of fuel at the time of ignition as will display an error message if low on fuel.

As part of the general maintenance of the heater it is advised that you clean the nozzle and the inside of the heater as a build-up soot and dust can cause the heater to malfunction.

Problem	Possible Cause	Solution
Heater fires, but Main PCB shuts heater off after a short period of time. Lamp is flickering, and LED display shows "E1".	Incorrect pump pressure Dirty Input, Output or Lint Filter Dirty Fuel Filter Nozzle is Dirty Photozell lens is Dirty Photozell Defective	Adjust Pump Pressure (Page 8) Clean/replace Air Filter (Page 6) Clean/replace Fuel Filter (Page 7) Clean/replace Nozzle (Page 7) Clean/replace Photozell (Page 7) Replace Photozell (Page 7)
Heater will not operate, or motor runs for short time. Lamp flickers and LED display shows "E1".	1. No Paraffin in fuel tank 2. Incorrect pump pressure 3. Corroded Spark Plug or incorrect plug gap. 4. Dirty Fuel Filter 5. Dirty Nozzle 6. Moisture in Fuel/Fuel Tank	1. Fill tank with fresh Paraffin 2. Adjust Pump Pressure (Page 8) 3. Clean/replace Spark Plug (Page 7) 4. Clean/replace Fuel Filter (Page 7) 5. Clean/replace Nozzle (Page 7) 6. Rinse out fuel tank with clean fresh Paraffin (Page 6)
Fan does not operate when heater is plugged in and Power Switch is in the "ON" position. The lamp is flickering or on and LED Display shows "E1" or "E2".	1. Thermostat is set too low 2. Broken electrical connection between Main PCB and motor	1. Rotate thermostat to a higher setting 2. Inspect all electrical connections. See Wiring Diagrams (Page 8)
Poor Combustion and / or excess soot production	1. Dirty Input, Output or Lint Filter 2. Dirty Fuel Filter 3. Poor quality of fuel 4. PSI is too high or too low	1. Clean/replace Air Filter (Page 6) 2. Clean/replace Fuel Filter (Page 7) 3. Be sure fuel is not contaminated or old 4. Use proper pressure (Page 8)

If you still require assistance please contact our customer service department Monday to Friday 8.30 - 5.00

Email . help@trueshopping.co.uk

Tel. 03333207794.