



# Solstice

2000W OUTDOOR HEATER WITH REMOTE CONTROL



**MODEL: SOL2000**

**PLEASE READ THE USER MANUAL CAREFULLY BEFORE USE**

*Congratulations.*

Thank you for choosing Ventair. To help you get the most out of your purchase, please take the time to read this user manual thoroughly before using the product and keep it safe for future reference.

Please note: We cannot be held liable for damages caused by neglecting these instructions.

## **SAFETY PRECAUTIONS:**

1. This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety. Children should be supervised to ensure that they do not play with the appliance.
2. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons to avoid a hazard.
3. **WARNING:** Never use adhesives for installation. This unit requires secure mechanical fixing. It must be attached using either the provided bracket (for wall mounting) or eye bolts and steel rope (for ceiling mounting), as detailed in the installation instructions. Adhesives are not a reliable fixing method and will lead to the unit falling, posing a serious safety hazard.
4. The heater must not be located immediately below a socket-outlet.

## **WARNING:**

- In order to avoid overheating, do not cover the heater.
- Do not use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- Always follow basic safety precautions and accident prevention measures when using an electrical appliance, including the electrical safety and cord handling.

**Voltage:** Before plugging in the heater, ensure your outlet voltage and frequency match what is stated on the rating label.

### **IMPORTANT**

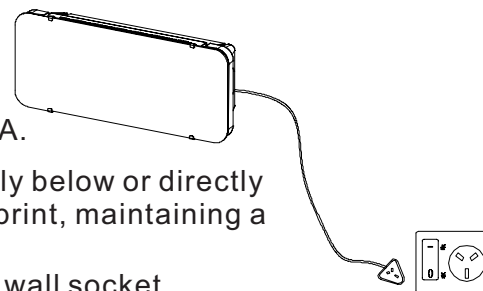
Install this product in an elevated position. The power socket must have an isolation switch and be rated for a minimum of 10A.

For safety reasons, ensure the socket is not located immediately below or directly behind the heater. The socket must be outside the heating footprint, maintaining a distance of at least 0.5 metres.

**Electrical circuit:** Always plug this heater into its own earthed wall socket with a power switch and a minimum rating of 10A.

To prevent overloading, avoid using other high-wattage devices on the same circuit.

**Connection:** To insert the plug, grasp it firmly and guide it into the outlet.



**WARNING! No extension cords:** Do not use the heater with a power board, adaptor or extension cord, as these may overheat and create a fire risk.

### **Protect the power cord:**

- Do not operate the heater with the cord coiled up; always fully unwind.
- Do not twist or kink the cord or allow it to touch heated surfaces.
- Do not put any stress on the cord where it connects to the product.
- Never carry the heater by the cord.
- Keep the cord away from any traffic areas to avoid tripping hazards.
- Do not run the cord under carpeting or cover it with rugs, runners, etc.

### **WARNING! To reduce the risk of fire, electric shock or injury:**

- Never touch the heater with wet or damp hands or feet.
- Never spill liquid into the heater; never immerse the cord, plug or any part of the appliance in water or other liquids.
- DO NOT reach for an appliance that has fallen into water. Switch off and unplug immediately.
- DO NOT ROTATE 90°

**Damaged cord:** Check the power supply cord regularly for visible damage.

If it is damaged, it must be replaced by the manufacturer or appropriately qualified personnel in order to avoid any hazards.

**WARNING! Damaged heater:** Do not use this heater if there are visible signs of damage to the heater, after it malfunctions, or after it has been dropped or damaged in any manner.

**Plug:** It is normal for the plug to feel warm; however, a loose fit between the AC outlet and plug may cause overheating and distortion of the plug. Contact a qualified electrician to replace a loose outlet.

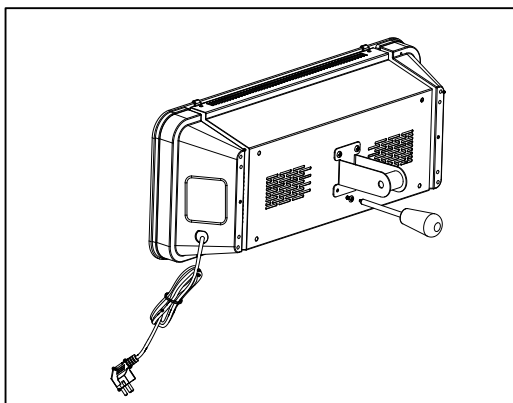
**Winding the cord:** If winding the power cord, avoid tight bends as this could damage the cord.

**After use:** Switch off and unplug the appliance from the power outlet when it is not in use and before cleaning, servicing, moving or storing the appliance. To disconnect, switch it off and remove the plug from the outlet. Grip the plug, do not pull the cord.

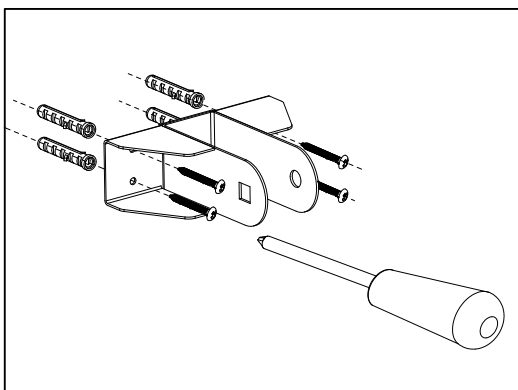
**Safety switch:** Unless your home is already fitted with a residual current device (safety switch), we recommend installing an RCD with a rated residual operating current not exceeding 30 mA, to provide additional safety protection when using electrical appliances. Consult your electrician for professional advice.

- This outdoor heater is supplied with a plug and lead, which means no electrical wiring connection or disconnection is required for the heater itself. It can be plugged into a suitable nearby mains socket outlet that can be switched ON/OFF via a wall switch. If these facilities are not already present, a licensed electrician can provide them during the installation if required.
- Before & during installation, ensure that the heater is always disconnected from the mains & cool.
- This heater must only be installed horizontally.
- The lowest point of the heater must be higher than 1.8 metres above the ground.
- The temperature of the heater will rise during use, please ensure the power cord is always well clear of the heater body and away from the heater casing.
- Do not install the heater on any combustible surface.
- Ensure the heater is installed with a clearance of at least 1.5m from any flammable surfaces.
- The distance from the short side of the unit and any walls must be at least 0.5m.
- The distance from the long side of the unit and any walls must be at least 1m.
- If the heater is to be used outdoors, use a certified weatherproof socket.
- Ensure that the area where the heater is to be installed is free of electrical cables or water pipes before drilling.
- If wall mounted, the bracket provided by the manufacturer must be used.

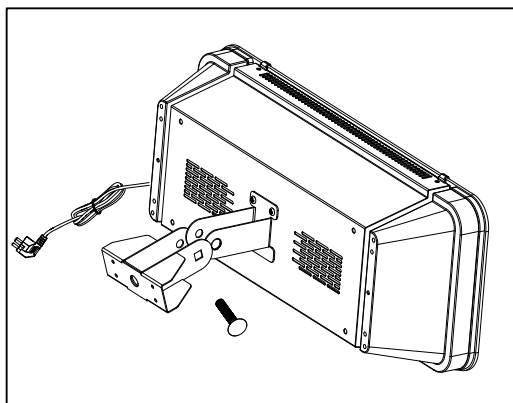
### INSTALLATION INSTRUCTIONS:



1. Remove the bracket from the box, orientate the top circular hole of the bracket towards the power cord. Secure the bracket in place using the four M4x10 screws supplied.

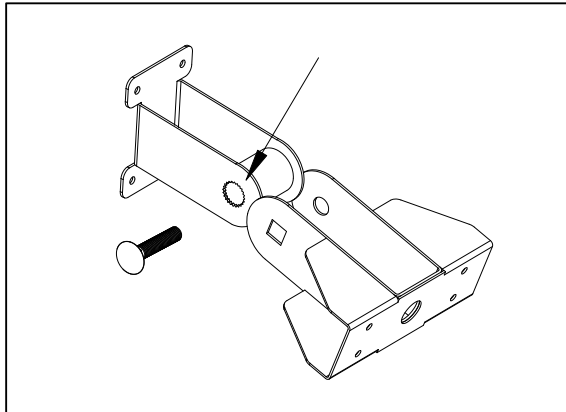


2. Position the support bracket against the wall at the desired location. Use it as a guide to mark the positions of the four fixing holes. Drill four holes at the marked spots, each 8mm in diameter and 70mm deep. Insert the provided wall plugs into the drilled holes. Secure the bracket to the wall by screwing it in place. Ensure that the square hole on the top of the bracket is oriented to the left.

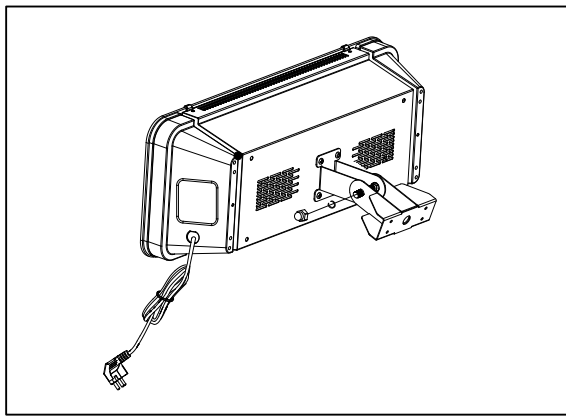


3. Align the toothed holes on the body bracket with the square holes of the wall mounting bracket, insert carriage bolts toward the square holes of the bracket, and adjust the product mounting angle to the desired position.

## INSTALLATION INSTRUCTIONS CONTINUED:

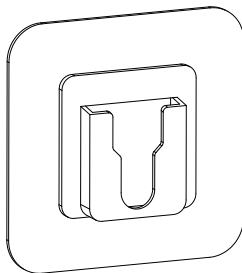


4. Adjust the mounting bracket to the desired position, then secure it using the provided bolt.

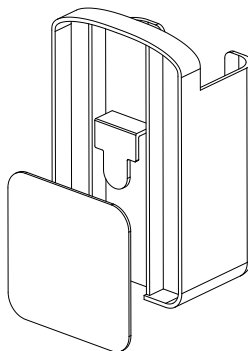


5. Check whether the angle of the wall is suitable. Ensure the bolts are completely embedded in the holes and securely lock the carriage bolt using the M10 cap nut in the accessory bag.

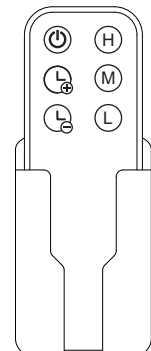
## REMOTE CRADLE INSTALLATION:



1. Remove the protective film from the wall bracket clip and stick it far from any heat sources, ensuring the slot opening faces upwards.



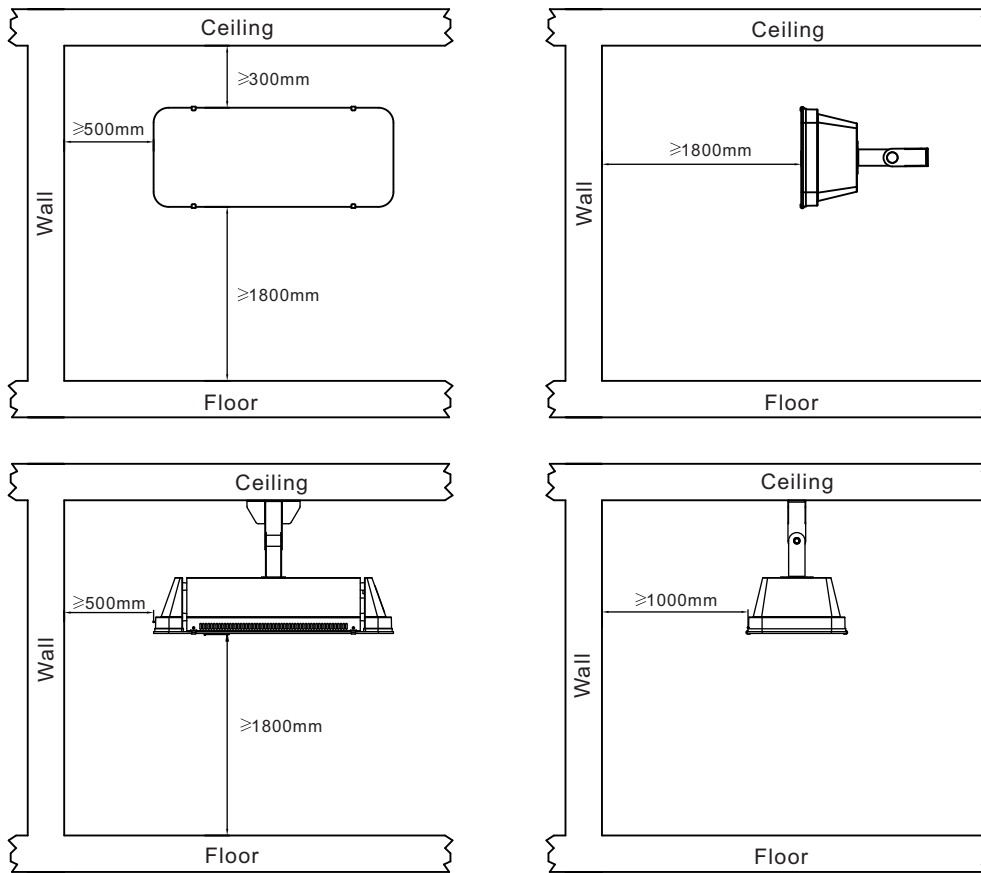
2. After aligning the holes of the bracket and the clip, press down to fix them.



3. Make sure the bracket is firmly fixed and then put the remote control inside the bracket.

**MOUNTING INSTRUCTIONS:** Ensure the clearances below are adhered to.

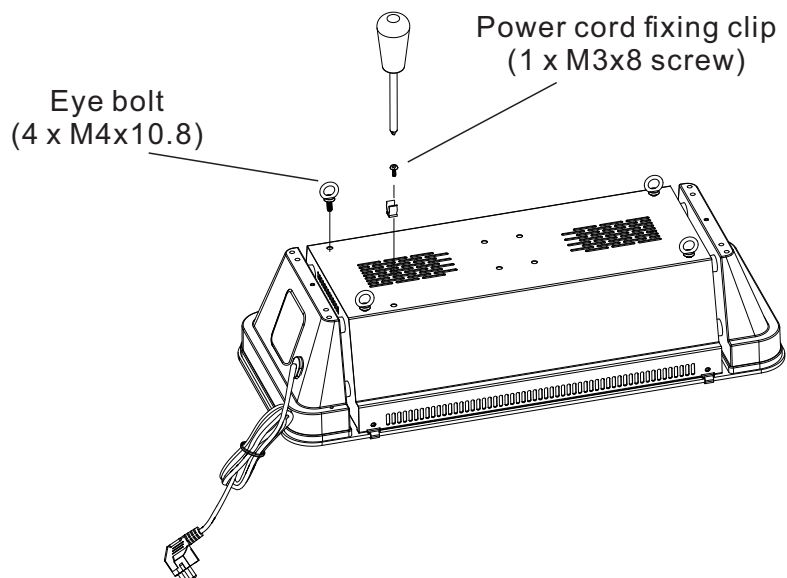
- The distance from the front of the unit to any flammable materials must be at least 1.5m.
- The distance from the short side of the unit and any walls must be at least 0.5m.
- The distance from the long side of the unit and any walls must be at least 1m.



**SUSPENSION MOUNT INSTRUCTIONS:** The distance from the front of the unit to any flammable materials must be at least 1.5 metres.

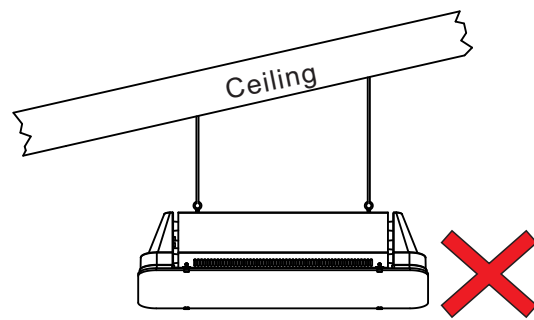
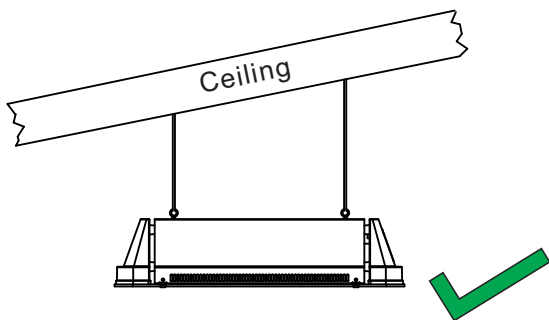
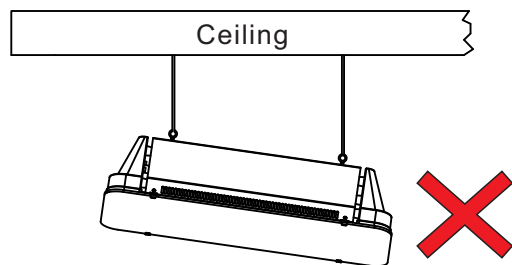
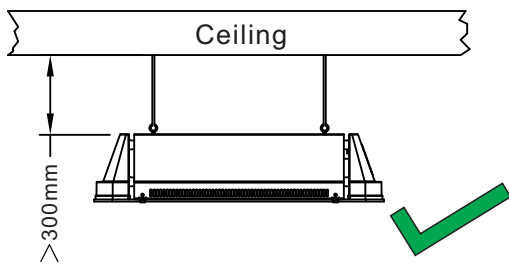
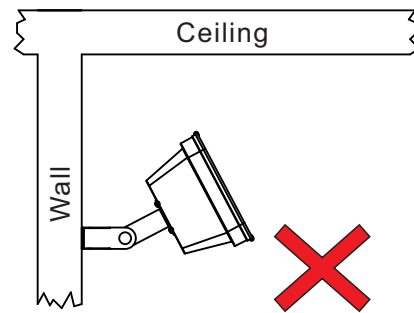
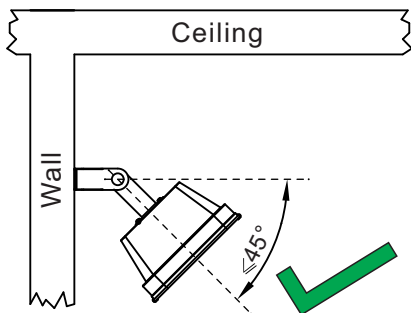
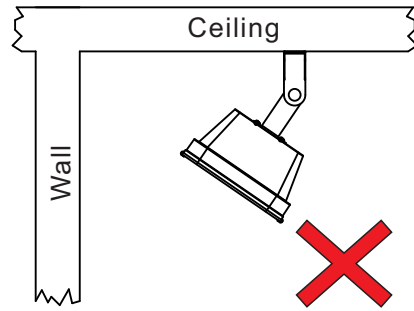
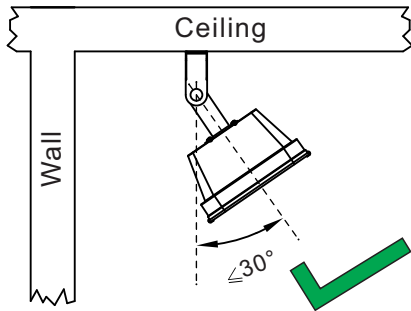
This heater can be ceiling-mounted using eye bolts and steel hanging ropes at least 2.5mm in diameter and with sufficient strength.

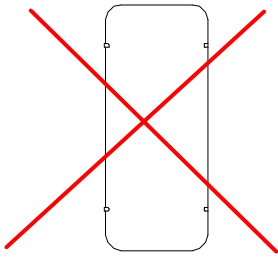
**NOTE:** Eye bolts and steel rope not included



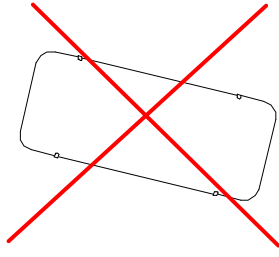
**CORRECT INSTALLATION EXAMPLES:**

**INCORRECT INSTALLATION EXAMPLES:**

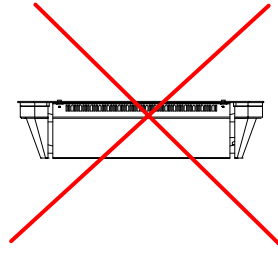




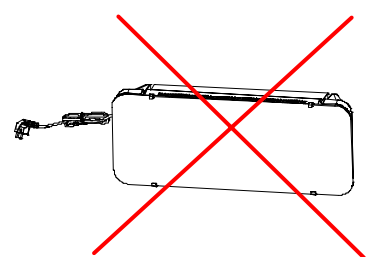
DO NOT ROTATE 90°



DO NOT TILT

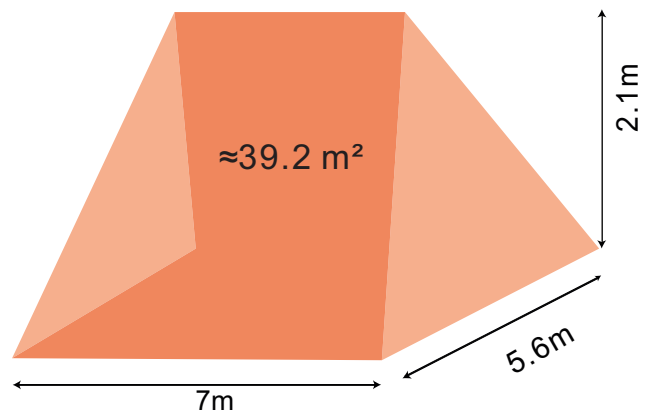
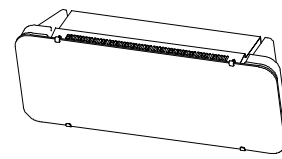
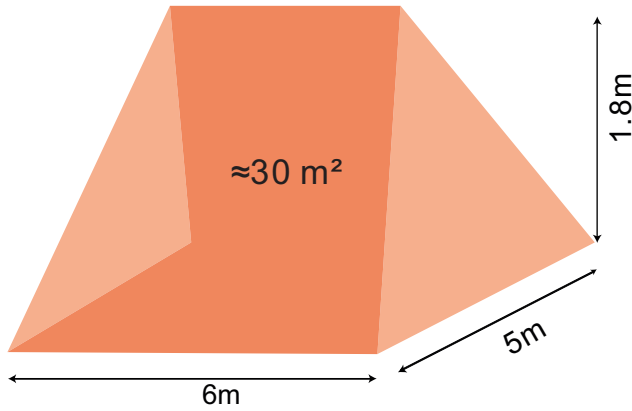
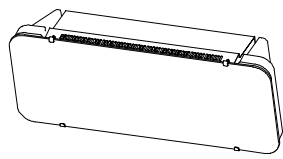


DO NOT FACE HEATING SURFACE UPWARDS

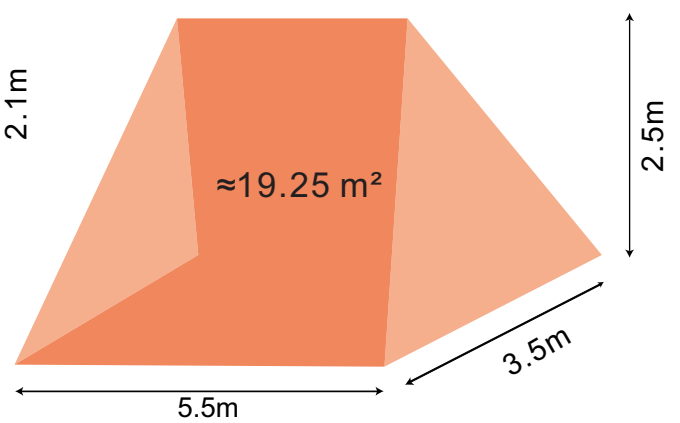
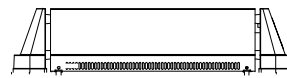
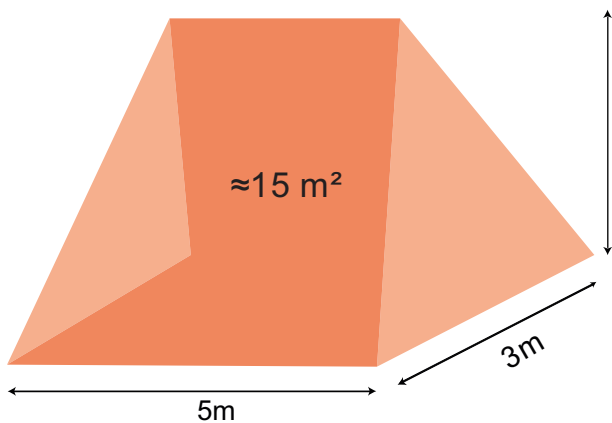
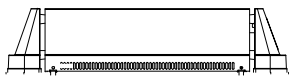


DO NOT ROTATE 180°

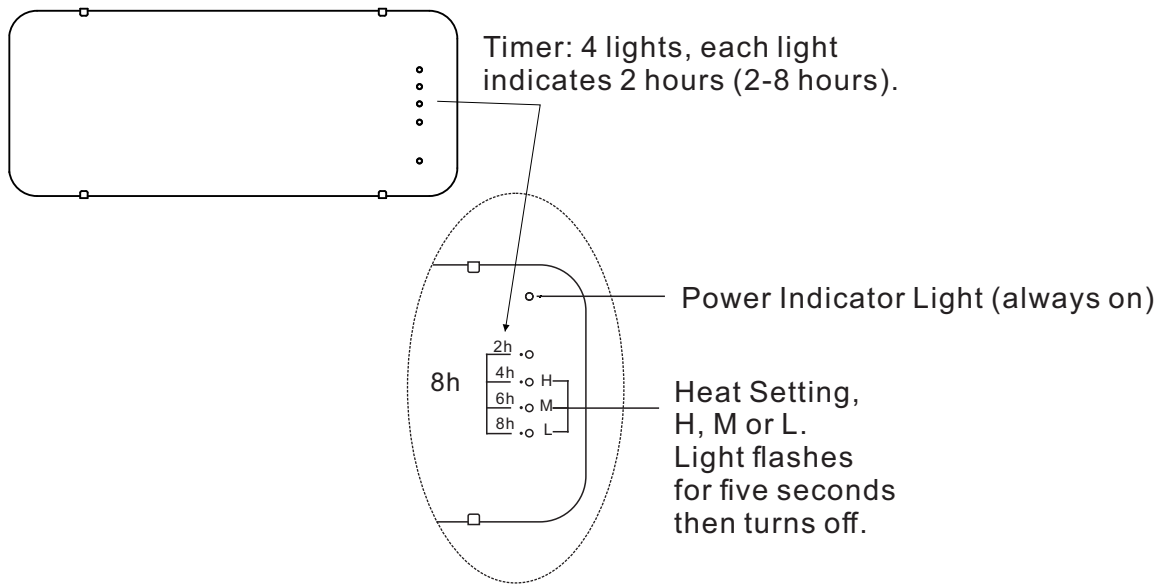
### WALL-MOUNT HEATING AREA:



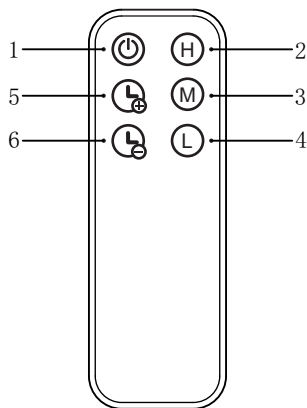
### CEILING-MOUNT HEATING AREA:



## OPERATING INSTRUCTIONS:



## Remote control operating instructions:



1. On/Off button
2. High-setting button
3. Mid-setting button
4. Low-setting button
5. Off timer - Activates / Extends the off timer duration
6. Off timer - Decreases / Deactivates the off timer

## OPERATION:

1. Plug the heater's power cord into an outlet that matches the voltage, current and frequency stated on the unit's rating label.
2. Press the on/off button “(Power)” to turn the heater on, the default setting is high.
3. Select desired heat setting by using the “(H)/(M)/(L)” buttons. The corresponding indicator light on the heater will illuminate.
4. To activate the timer, press the timer plus button “(L+)”. Each subsequent press will add 2 hours to the timer duration, with a maximum of 8 hours. The indicator light for the chosen time will illuminate.
5. To reduce the timer, press the timer minus button “(L-)”. Each press will reduce the timer duration by 2 hours. The indicator light will update accordingly. All lights off means the timer is deactivated.

## CLEANING AND MAINTENANCE

### WARNING!

#### TO AVOID THE DANGER OF AN ELECTRIC SHOCK OR BURNING:

- Always remove the mains plug before cleaning the appliance.
- Allow the appliance to cool down completely before cleaning.
- Never immerse the appliance or its cord or plug in water.
- Never allow water or cleaning agent to run into the appliance.
- Once the appliance is cool, carefully remove any large dust accumulations from its surfaces using a vacuum cleaner with a soft brush attachment or duster.
- If needed, wipe the unit with a well-wrung damp cloth, then dry it completely.

### CAUTION:

- Do not use caustic or abrasive cleaners; they can damage the appliance.
- Do not use the appliance again until it has dried completely.

### STORAGE:

- Store the heater in a cool, dry location when not in use.
- To prevent dust and dirt build-up, use the original packaging to store the unit.
- To avoid damaging the heater during storage or transport, keep the heater in a dry place, free from excessive vibration.
- If you are not going to use the heater for a long time, remove the batteries from the remote control to avoid battery leakage and corrosion.

### COMPLIANCE:

This appliance has been fully tested and meets all requirements as set out by standards AS/NZS 60335.2.30:2023 & AS/NZS 60335.1:2020 Amd 1:2021.



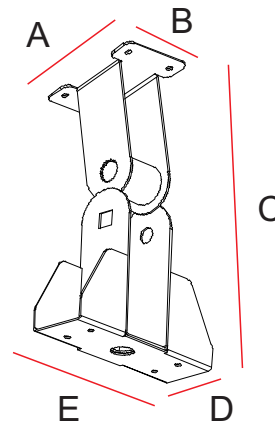
The RCM Mark (Regulatory Compliance Mark) indicates that the product complies with the relevant guidelines of the ACMA as well as corresponding government requirements for the safety of electrical devices.

**SPECIFICATIONS:**

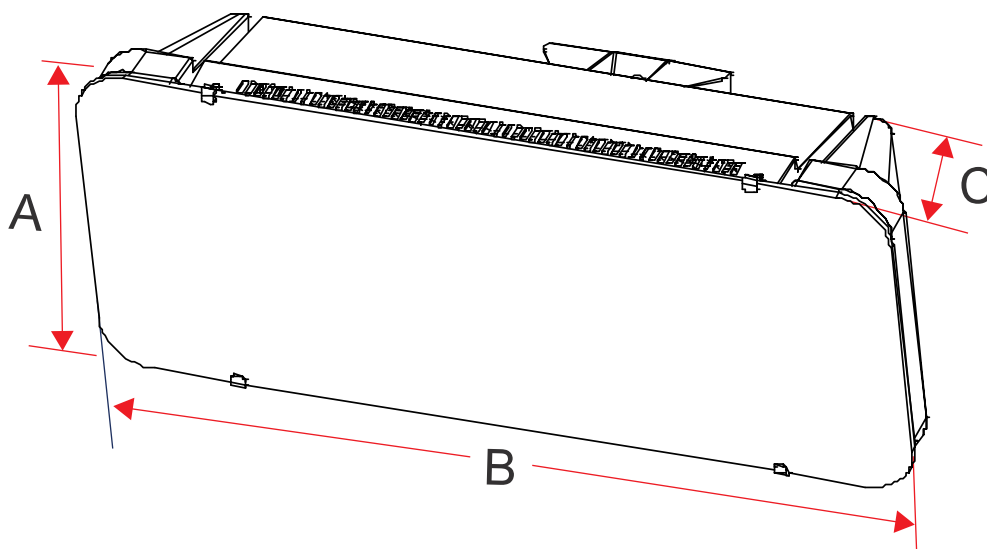
Model	SOL2000
Rated Power	2000W
Rated Voltage	220-240V~
Frequency	50Hz
Heat Power Settings	3 ( <b>High</b> :2000W / <b>Medium</b> :1600W / <b>Low</b> :1200W)
Ingress Protection Class	IP55
Lamp Type	Halogen
Remote Type	Infrared (IR)

**MOUNTING BRACKET DIMENSIONS:**

A	B	C	D	E
73 mm	54 mm	165 mm	40 mm	120 mm



**HEATER DIMENSIONS:**



A	B	C	C (with Bracket)
224 mm	542 mm	126 mm	291 mm

## RESPONSIBLE DISPOSAL:



**Packaging materials are recyclable.  
Please dispose of them responsibly for recycling.**



At the end of its working life, do not throw this appliance out with your household waste. Electrical and electronic products contain substances that can have a detrimental effect on the environment and human health if disposed of inappropriately. Observe any local regulations regarding the disposal of electrical consumer goods and dispose of it appropriately for recycling.

## WARRANTY:

Ventair provides a two (2) Year Limited Warranty covering defects in materials and workmanship under normal use for the Solstice - 2000W OUTDOOR HEATER from the original date of purchase. Please refer to the separate Warranty Card included with this product for complete details, including full terms, conditions, exclusions, and how to make a claim. Should you have any questions, please refer to the Ventair contact information provided on this page.

### Your Rights Under Australian Consumer Law:

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the Australian Consumer Law.

### **Ventair:**

4 CAPITAL PLACE,  
CARRUM DOWNS,  
VIC 3201

PHONE: (03) 9775 0556 |

[support@ventair.com.au](mailto:support@ventair.com.au)

<https://ventair.com.au>