

I apologize you are having issues or questions about your Lifesmart Heater. Below are some common issues customers have been having and answers to each. If none of these answer your question or fix the issue please let us know so we can proceed accordingly!

Please call us at 866-639-9320 or email us at help@vminnovations.com

Prior to getting into specific troubleshooting questions there is one issue we hear often. Many people contact us saying the unit will not turn on using the front buttons or remote and think the unit is completely DOA (Dead on Arrival). **This is a common problem but one that is easy to fix!** Most of the heater units not only are controlled on the front and by remote but also have a main power switch in the back of the unit. Once plugged in this main power switch must first be switched on in order for you to be able to use the front buttons and remote to then turn on the heat and control the unit. Please check this first in any cases of the unit being completely dead or not working!

The rest of these questions regard various issues or concerns many people have when using their unit.

1. My heater emits a “strange” odor when I first open the box/when I turn the heater on for the first time. Why?

These are both normal. This heater is treated with a special heat safe/resistant coating. This odor will sometimes be present when the box is opened, and may be compared to a heaters version of “new car smell.” Also, similar to all hearth appliances (woodstoves, etc.), the coating, exposed to heat, will produce this particular odor during the first few hours of operation. This will dissipate after the break-in period. If you are sensitive to odors, you may want to pre-burn the unit in a garage with the door open until the initial odor dissipates.

2. What is the life expectancy for the Heating Elements? Can the heating elements be replaced?

The life expectancy of the heating elements is typically 25,000 hours. Heating elements may be replaced by obtaining parts from LIFESMART Products, although it is not recommended (unless you are a certified heater technician or authorized directly by LIFESMART). All parts may be purchased through LIFESMART PRODUCTS if your product is out of warranty. Note: If you feel that the elements are definitely faulty right out of the box, contact LIFESMART Products Tech Support first (for troubleshooting). Contact your place of purchase second.

3. When I plug my unit in it take long time to feel a change in temperature?

Typically it takes about ½ hour to feel a temperature change. Please remember that with any type of heating process, there are many variables: Location (in the home), floor plan and size of

the room, how well the room is insulated, how many doors/windows, how much bare concrete (acts as a heat sink with any type of heating), the opening and closing of an exterior door, long hallways, high ceilings, etc. Customers with smaller rooms experience quick heat changes. Others with larger and open floor plans can expect up to 24 hours to heat up.

4. I don't have a grounded outlet; can I use adapters, a 2-prong power strip, or remove the ground prong from the cord?

Definitely NOT! If you don't have a grounded outlet, contact a certified electrician for advice. Removing or altering any part of the heater's original design or intent (including the power cord) will not only void the warranty, but will make you liable for any unexpected or hazardous results.

5. The temperature on my heater does not match the temperature display on my wall or external thermostat?

This is completely normal. The temperature display on your heater may vary from the temperature display on another thermostat (like the one mounted to your wall or a purchased external thermostat). The temperature sensor on your heater reads the temperature in, and around, the heater. The unit is near the cold floor (and heat rises), which in turn, will display a cooler temperature than elevated or external thermostats. The best way to operate your heater is just to set the unit on "High" and dial up to a temperature that feels comfortable to you. Then, leave it at that temperature, regardless of the mismatch. The heater will cycle off when the set temperature is met or exceeded slightly.

6. My heater's fan continue to run even after the set temperature is reached or the power is turned off?

This is normal. The heater's fan will continue to run, even after the heater automatically cycles down. The fan continues to run so that every last bit of heat is blown out of the heat chamber, while allowing the unit to continue filtering your air. Once the internal box/components cool completely, the fan should then shut off on its own. In this case, allow up to ½ hour after the heat cycles off (with power on). The fan will shut off faster when the power is turned off.

7. My fan seems to run at all times, even when the heat has cycled off. Why?

This is normal. Although the heat cycles off, the fan stays on until the chamber is cool. If the temperature falls below the desired set temperature during the time the fan is cooling, the heating elements will cycle back on. This will not allow for the fan to completely cool off the chamber, and shut down. The fan seems to run continuously. It is a safety mechanism to prevent overheating. If you run into this issue, the solution is to simply increase the set temperature at least 5 degrees higher than the ambient temperature to make sure the temperature holds during the cool off period.

8. The fan speed does not increase when I change the setting from LO to HI?

This is normal. The heater's fan's speed is not affected by the HI/LO settings. The fan is designed to vent the heat at one soft, comfortable, and energy efficient speed. What is affected by the HI setting is the heat output. In essence, in the HI mode, the heater produces "more" heat, rather than "faster" heat.

9. I do not know where to register my warranty, what do I send to make sure it is registered? Where do I send it?

The heater comes with an automatic 2 year limited manufacturer's warranty at the time of purchase. Your receipt is considered your proof of purchase and registration. Keep it in a safe place. As long as it is legible, a copy may be used for any future warranty claims (if requested). If you have access to e-mail, and would like peace of mind, e-mail the manufacturer at: Warranty@sourcenetworksam.com. In the body of the e-mail, include your full name, address, phone number, model, serial number, and scanned copy of your legible receipt. Otherwise email us directly: help@vminnovations.com and we can confirm that warranty for you.

10. This heater does not perform as well as another brand heater that I purchased. Why Not?

There are many brands of heaters on the market. Each brand is designed with different heat specifications, fan speeds, colors, material types, displays, and electrical components. They are manufactured this way for you, as the consumer to have choices, selection, and preferences. As long as the unit functions as specifications indicate, comparison to other brands will ultimately depend on individual consumer perception.

11. I purchased my heater so that it could cut my heating costs, but my electric bill has gone up. Why?

The compact LIFESMART heater can definitely save you on heating costs, when compared to the existing central heating system in place in your home, and when used as directed. Your heater is designed to give your main heat source a supplement “boost,” or allow for you to have extra heat (in the form of soft infrared waves) in locations where you would otherwise be short. It is meant to cycle on and off, and not specifically designed to be used as a single heat source, especially in larger homes. If you intend on using it as a single heat source (which you may), expect the heater to 1) take as much as 24 hours to heat the area, 2) stay on for longer periods of time (without cycling off) due to heat loss, and 3) increased use time, and electric costs.

12. My heater’s display shows my ambient temperature to be in the 20’s, when I know it is warmer than that. Why?

The heater’s display is defaulted to read the temperature as Fahrenheit. If your heater is definitely heating, but shows it is in the 20’s, you probably have the setting to read your temperature in Celsius, rather than Fahrenheit. See Users Guide to change. I don’t see my heater’s bulbs/elements light up when the heat is on. Why is that? If you feel heat coming from the heater, the elements are lit up. The reason you can not see them, is because they not only have a protective shield around each one of them (for safety reasons), they are also strategically placed within the heat chamber in the middle of the heater (also for safety reasons). They are not visible when looking at/through the grill.

13. What will be the typical operating costs on this heater?

If the heater is used as it is intended (as supplement/assist heat), it should cycle on and off, allowing for it to heat a total of approximately 8 out of the 24 hours of the day. Using the national average of approximately 10¢ per kWh (look at your bill for exact cost per kWh--will vary per state), your average heating cost per hour (add a few cents just for having it plugged in) should be less per day compared to your main furnace. The costs will increase if it is used as the single source of heat, or if heat escapes the room somehow, since the “on” cycle will run longer. The Formula: To determine the cost of this or ANY 1500 watt appliance, multiply 1.5 X your cost per Kilowatt Hour. You can find the cost per KWH for your state at:
<http://www.eia.doe.gov/fuelelectric.html>

14. I am trying to use this unit in a basement/garage/not well insulated structure but I am not feeling the heat change and my electric costs have risen, why?

You will be able to use it in these situations, but keep in mind that rooms/structures with open floor plans, minimal insulation, adjacent rooms, or high ceilings will not retain the heat as efficiently, and may not feel pronounced heat changes. Also, the heater will stay on longer (delays the “off” cycle), and may increase your electric costs. Note that if you do use it in a garage or basement, the moisture levels must be very low and they must have dedicated circuits (15 amps minimum) with no GFCI outlets. If unsure what a GFCI outlet is, contact a certified electrician.

15. I don't see my heater's bulbs/elements light up when the heat is on. Why is that?

If you feel heat coming from the heater, the elements are lit up. The reason you can not see them, is because they not only have a protective shield around each one of them (for safety reasons), they are also strategically placed within the heat chamber in the middle of the heater (also for safety reasons). They are not visible when looking at/through the grill.

As we said if none of these questions are what you were looking for or the answers did not help your situation please do contact us back right away and we would be glad to help further! Otherwise you can contact the manufacturer directly on their website lifesmartproducts.com via phone locally at 469-209-1011 or 1-214-614-2509 or toll free 1-866-484-2066. Otherwise you can email them at warranty@lifesmartproducts.com

Please let us know if there is anything else we can do for you in the meantime as we are determined to earn your future business. If you are needing more information or help with anything else, please don't hesitate to email us or even call us at 866.639.9320 (M-TR, 9am-9pm; F, 9am-5pm CST & Sunday 6pm-8pm CST) as we want to make sure we do all that we can to give you the best buying experience possible!