

# Paramount

## Pole Mounted Infrared Electric Patio Heater



Item # : MS-1500WOIRPH

PH-E-129-BK

Model # : LIP-15-TGG-SP

Please read this manual carefully for guidance on the safe assembly and use of this product.

**Save these instructions for future reference.**

**FAILURE TO FOLLOW WARNINGS AND OPERATIONAL INSTRUCTIONS CONTAINED IN THIS MANUAL CAN RESULT IN SEVERE PROPERTY DAMAGE AND OR PERSONAL INJURY.**

**DO NOT** plug the heater into the wall socket until all assembly steps have been completed and make sure that both switches are in the OFF position.

**UNIT MUST BE ON A DEDICATED ELECTRICAL CIRCUIT.**

### **⚠ WARNING**

This product can expose you to chemicals including carbon monoxide which is known to the State of California to cause birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).



### **ATTACH YOUR RECEIPT HERE**

Keep a copy of your proof of purchase or order confirmation which will be needed if you need to contact us about warranty coverage.

Purchase Date: \_\_\_\_\_



**Questions, problems, missing parts?**

*Before returning to your retailer, contact our exceptional customer service.*

Contact us by email at [customercare@jrhome.com](mailto:customercare@jrhome.com) or call us toll-free at **(800) 561-5550**, 7:30 a.m. – 4:00 p.m., PT, Monday – Friday .

V02112020

## Safety Guidelines

Failure to follow warnings and operational instructions contained in this manual can result in severe property damage and / or personal injury.



### DANGER

Indicates a potentially hazardous situation which, if not avoided, WILL result in serious injury or death.



### WARNING

Indicates a potentially hazardous situation which, if not avoided, COULD result in serious injury or death.



### CAUTION

Indicates a potentially hazardous situation which, if not avoided, MAY cause moderate injury or damage to the equipment.

### NOTICE:

Indicates important information that if not followed, may cause damage to the equipment.



## DANGER



**Risk of Fire.** There is always a risk of fire when working with a heater. Keep heater away a minimum of 25 feet (7.6M) from flammable liquids and material.



**Risk of Fire.** Do not use the unit until it has been mounted to the ground. If the unit falls on the ground it may start a fire. Ensure that the heater is stable and mounted in place on a level surface. Follow these instructions and keep at least 3 feet (0.9M) clear from any objects.



**Hot or Burn Hazard.** This unit may be extremely hot while in use. Careful when handling especially around the head of the unit.



**Electrical Hazard.** Disconnect from electrical outlet before working on the unit to avoid chance of electrical shock.



**Electrical Shock.** Do not use the heater near water. Do not use if raining or snowing. Do not use if cord has been damaged.



### CAUTION.

- Improper treatment of the heater can damage it and also shorten its life span.
- To prevent electrical shock, ensure the electrical plug is properly inserted into the electrical outlet.
- Unit is hot when operating. Keep it at least 3 feet (0.9M) away from everything. Do not place any objects such as furniture, papers, clothing or curtains closer than 3 feet (0.9M) to the front and sides of the heater.
- Do not place near clothing for drying.

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## NOTICE

Thank you for purchasing the Paramount Pole Mounted Infrared Electric Patio Heater. Please read these instructions carefully. They have been written to help you make the most of your Pole Mounted Infrared Electric Patio Heater.

## FEATURES

Environmentally friendly: Silent, clean, and odourless infrared heating with no harmful emissions or toxic residuals.

Safe: No flame, no gas, no UV rays and ETL approved.

Efficient: About one tenth the energy cost of LPG heaters. No LPG cylinders to change.

Convenient: Operates on standard household electric power. For outdoor use only.

No wasted heating of the air. Maximum heat within seconds as radiant heat is not affected by the wind.

Replacement heater tubes are easy to install.

Adjustable height stainless steel pole and body and aluminum heater housing.

## SPECIFICATION

Heater type: Electric infrared quartz lamp.

Electrical supply: 120Volts, 60Hz

Power rating: 1500Watts

Current rating: 13 Amps

Heater lamp life expectancy: 5000 operating hours.

Assembled dimensions: 93" extended height, 18" diameter base, 22" wide heater housing.

Assembled weight: 53 lbs.

Safety: Built-in Auto Shut-Off when tilted.



## DANGER

### Grounding (Earthing)



This product must be connected to a three wire grounded power supply. The product comes fitted with an appropriate power plug as shown below. The plug must be connected to a power outlet with the same configuration that has been installed and electrically grounded in accordance with local codes and ordinances as shown below. Do not use a power adapter with this product. Check with a licensed electrician if the grounding instructions are not understood completely or if the power outlet does not match the plug.



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## IMPORTANT OPERATING INSTRUCTIONS

1. Read all the instructions before using this heater.
2. The head of this heater will get very hot during use. To avoid burning, do not let bare skin touch the hot surfaces. If provided, use handles when moving this heater. Keep flammable materials such as furniture, pillows, bedding, papers, cloths and curtains at least 3 feet (0.9M) from the heater.
3. DO NOT LEAVE the heater unattended. Extreme caution is necessary when any heater is used by, or near, children or disabled persons and whenever the heater is left unattended.
4. Always unplug the heater when not in use and cover to protect from rain or snow. Remove any cover before use
5. Do not operate the heater with a damaged power cord or power plug or if the heater becomes wet, malfunctions or has been dropped or damaged in any manner. Return the heater to an authorized service facility for repairs.
6. Operate 3 feet (0.9M) from people or objects. FOR OUTDOOR USE ONLY.
7. Never operate the heater near water or where it can be knocked over. In the event the heater does fall into water, immediately turn off the power to the power socket then remove the power plug from the power socket. Do not place your hand in the water until you are sure the power has been disconnected.
8. This product is fitted with a power-off tilt switch. Power to the heater tube will be shut-off should the unit accidentally fall over or be tilted more than 15 degrees. To reset, unplug from the power socket, reposition the unit on a flat level surface and plug in again.
9. This product is fitted with a non-self-resetting thermal fuse to provide protection in the event of overheating. Repair must only be made by a qualified service agent.
10. Do not run the power cord under carpeting. Do not cover the power cord with throw rugs, runners, or similar coverings. Arrange power cord away from traffic area and where it will not be tripped over.
11. Connect to properly grounded (earthed) power outlets.
12. Do not use near flammable materials. Do not use the heater in areas where gasoline, paint or flammable liquids are used or stored.
13. Use the heater only as described in this manual. Any other use is not recommended by the manufacturer as it may cause fire, electrical shock or injury to persons.
14. Avoid the use of an extension power cord because the extension power cord may overheat and cause a risk of fire. However, if you have to use an extension power cord, use either a 12 or 14 gauge wire, which is rated at not less than 1900 Watts. The recommended maximum length for a 14 gauge power cord is 50 feet (15.2M), but if it needs to be longer use a 12 gauge power cord which is suitable for a maximum length of 100 feet (30.4M).
15. Only one heater is recommended per household. Special household wiring may be necessary if more than one heater is needed.
16. SAVE THESE INSTRUCTIONS for future reference

## COMPONENTS

Please open the packing carefully and confirm you have all the following components. Should any components be missing or damaged, please report promptly to your supplier.



1. Heater head assembly.



2. Safety bar



3. Top bracket



4. Curved top tube



5. Tube assembly



6. Lower straight tube



7. Base bracket



8. Base assembly



9. 2 X small screws  
with washers

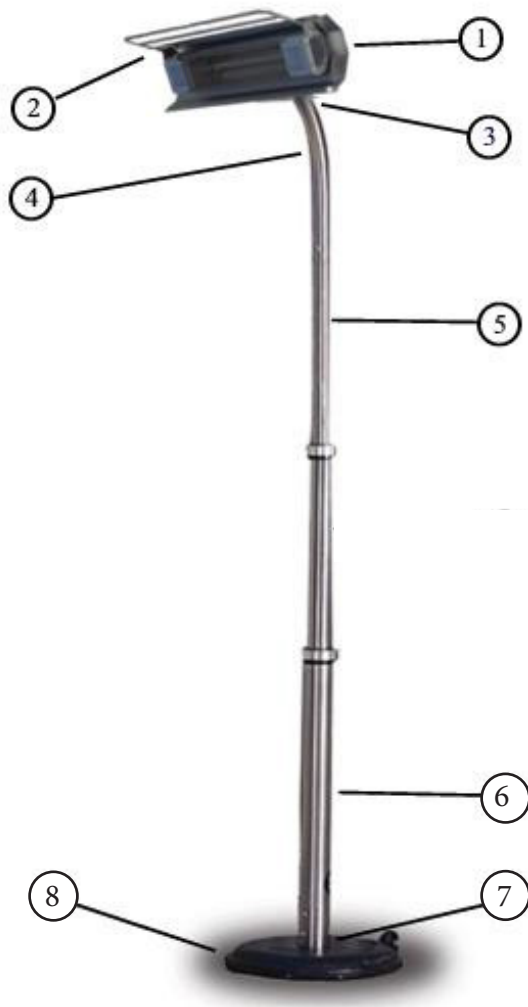


10. 19 X large screws



11. Nut with flat washer &  
spring washer.

## IDENTIFY THE LOCATION OF COMPONENTS ON THE FINISHED ASSEMBLY



### ASSEMBLY TOOLS

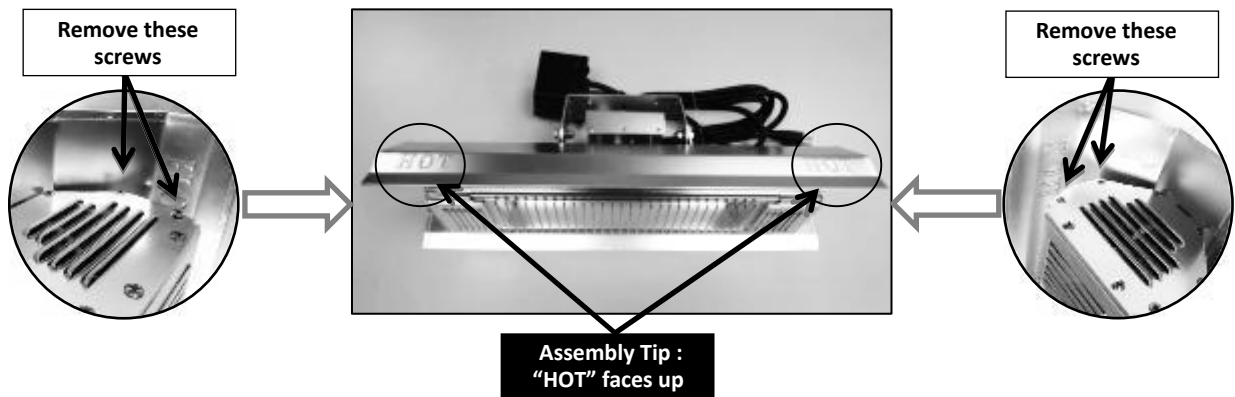
The following hand tools, not supplied, are required for assembly.

- A large cross head screwdriver.
- A medium cross head screwdriver
- An M12 wrench or adjustable wrench.

### ASSEMBLY PROCEDURE

Check inside the box to ensure all parts are included before starting assembly. Prior to assembly, please read these instructions carefully. Carry out assembly on a soft surface to avoid scratching the surface.

Step 1 : Prepare the heater head assembly, item 1, to fit the safety bar, item 2.



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Step 2: Align the safety bar, item 2, to the heater head assembly, item 1. Insert and tighten the screws.



Step 3: Properly orient the top bracket, item 3 and insert it into the curved top tube, item 4 (Diagram A). Insert and tighten four screws, item 10 (Diagram B).



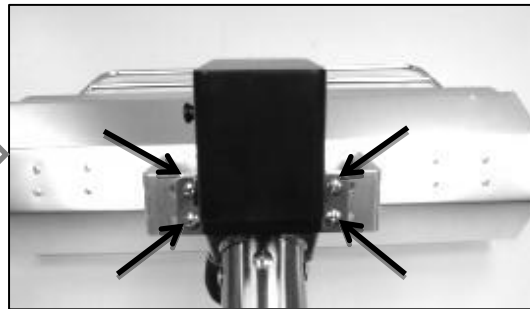
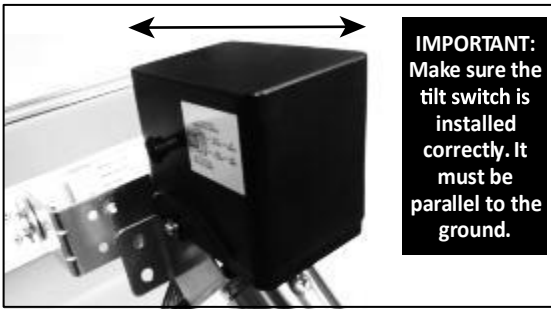
Step 4: Thread the power cord through the top bracket, item 3 and curved top tube, item 4.



Step 5: Note the orientation of the tilt switch to the top bracket and align the two parts. Insert and tighten two small screws with washers, items 9.



Step 6: Note the orientation of the top bracket to the heater head. Insert and loosely tighten four large screws, items 10.



**Assembly Tip :**  
DO NOT fully tighten screws until all screws have been added.

Step 7 : Connect the two sections of the electrical cord from the curved top tube, item 4 and the tube assembly, item 5, as shown in Diagram A.

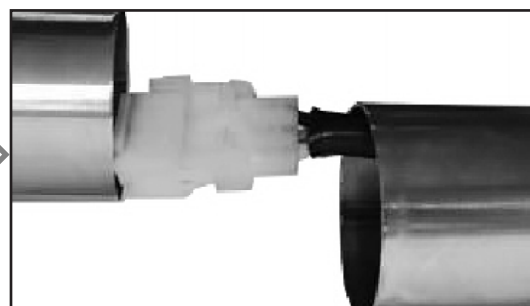
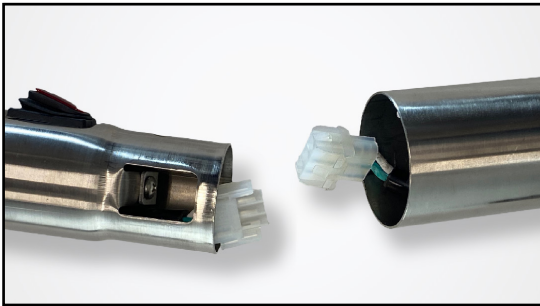
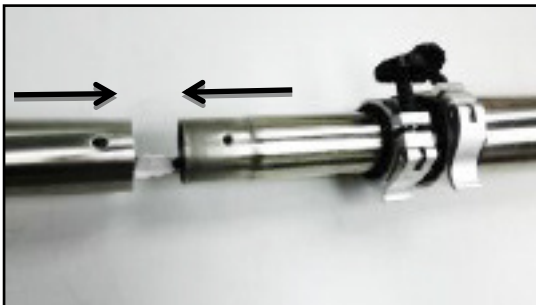
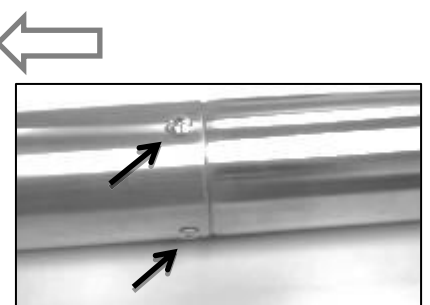
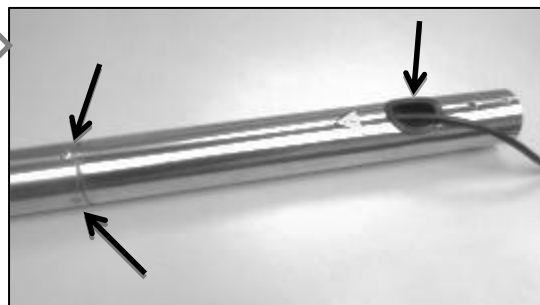
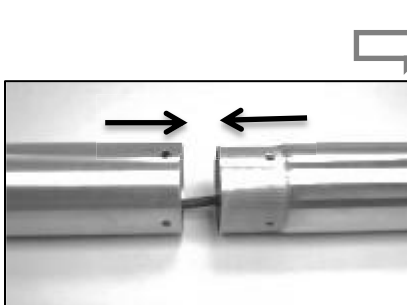


Diagram A

Step 8: Align the small end of the upper tube assembly, item 5 with the screw hole in the curved top tube, item 4. Insert and tighten a large screw, item 10.

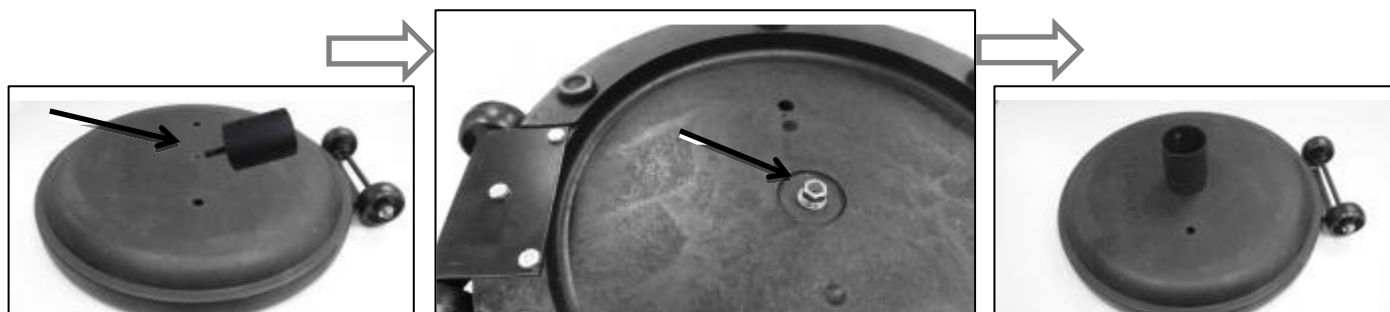


Step 9 : Thread the power cord through the lower straight tube, item 6, passing it out through the hole in the side of the tube. Align the small end of the lower straight tube, item 6 with the screw holes in the tube assembly, item 5. Insert and loosely tighten four large screws, items 10. Retighten adjustable tube clamps if necessary. Fully tighten the 4 large screws.

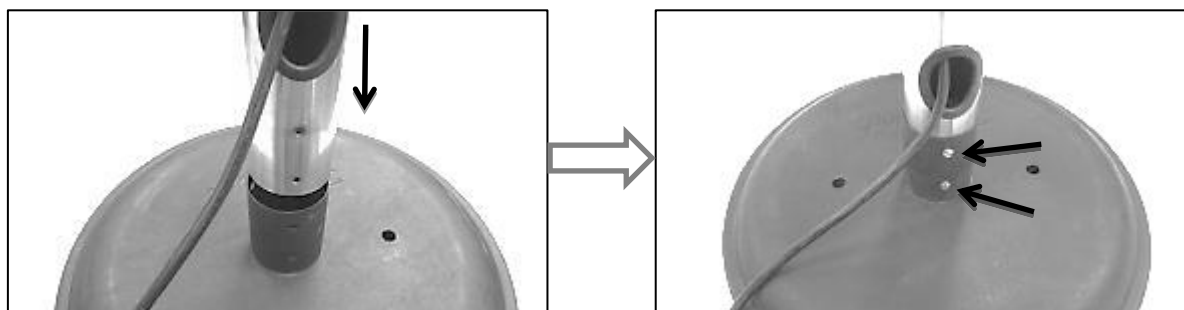




Step 10 : Insert the base bracket threaded bolt, item 7 into the base assembly, item 8. Invert the base assembly and fit the large flat washer, the spring washer and the M12 nut, items 11 onto the bolt, in that sequence and tighten the nut.

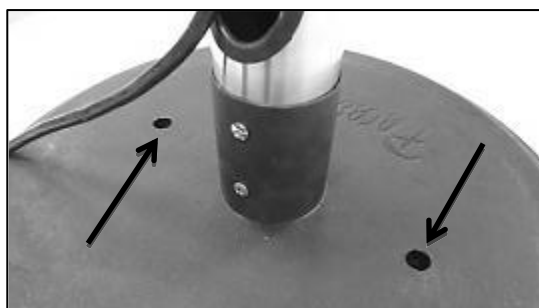


Step 11 : Place the base assembly item 8 on the floor and align the lower straight tube, item 6 with the screw holes in the base bracket, item 7. Insert and tighten six large screws, item 10.



**Assembly Tip :**  
The electrical cord exit will point towards the wheels.

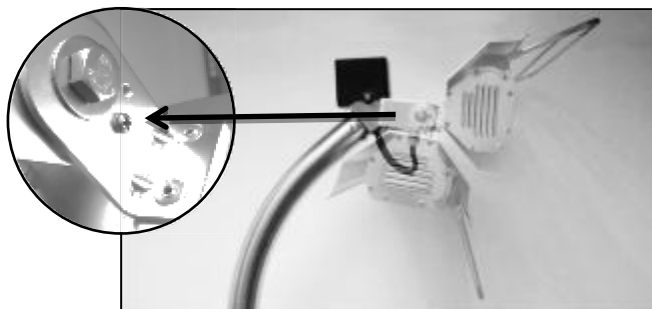
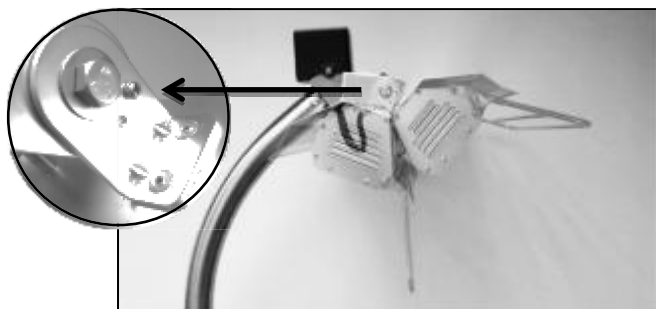
Step 12 : Recheck the tightness of all screws and the M12 base bracket mounting nut, then position the complete heater assembly on a flat surface in the preferred location. Whilst the base is heavy enough to support the heater assembly, for extra safety against being knocked over, bolt the base to the floor through the two holes in the base. These fixing bolts are not supplied, but select bolts of adequate length and type to suit the floor surface material.



Step 13: Select the desired heater head angle. Tighten the screw.

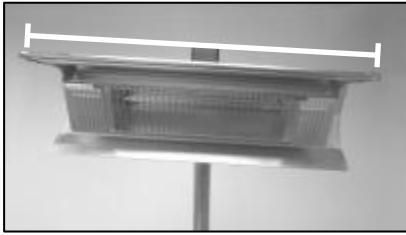
Narrow Angle

Wide Angle

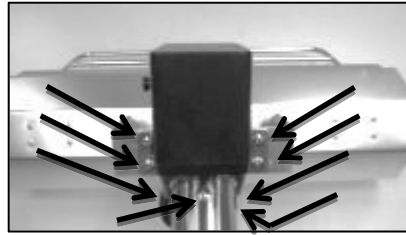


Step 14: With the heater in the required operating location check that the heater head assembly is level. This is necessary to avoid uneven heating of the infrared lamp, which will shorten its life span. If not level, release the screws holding the top bracket to the heater head assembly and to the upper curved tube, adjust the heater head assembly to a level position, then re-tighten the screws.

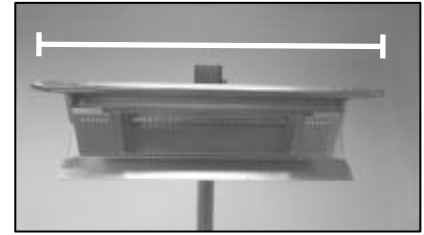
Head not level.



Relax these 8 screws to set head level.



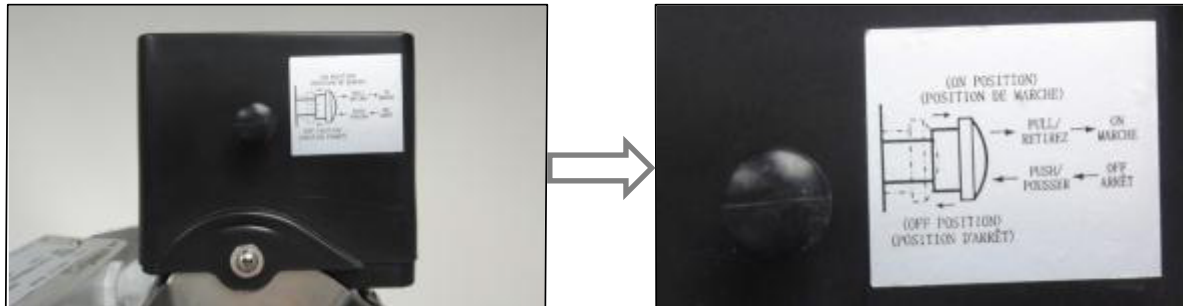
Head correctly leveled.



Step 15: Adjust the height of the pole by releasing the clamp at the top end of each adjustable tube and release the clamping bolts until the tubes slide freely. Adjust the pole to the required height then tighten the clamping bolts and close the clamps to firmly secure the adjustable tubes.

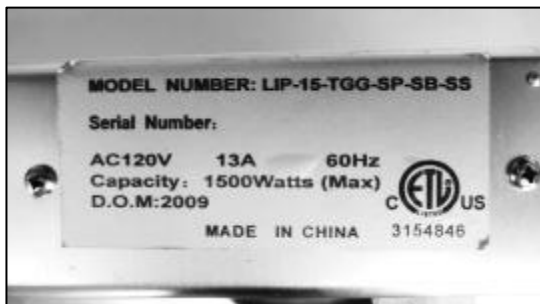


Step 16: Assembly is now complete and you are ready to power the heater for the first time. First set the tilt-switch to ON by pulling the setting button out as shown on the below label on the tilt-switch housing.



Step 17: Check that your household power matches the voltage and power rating shown on the rating label on the heater head assembly and that the outlet socket is grounded and matches the power plug on the power cord of the heater. You can now plug the heater power plug into the power outlet socket then switch on the power to the power outlet socket. The heater should start immediately.

**NOTE :** Keep the heater vertical. Tipping will cause the tilt-switch to activate which turns the heater off for safety. To reset, unplug the heater and then pull the tilt-switch. Plug the heater back in use again.



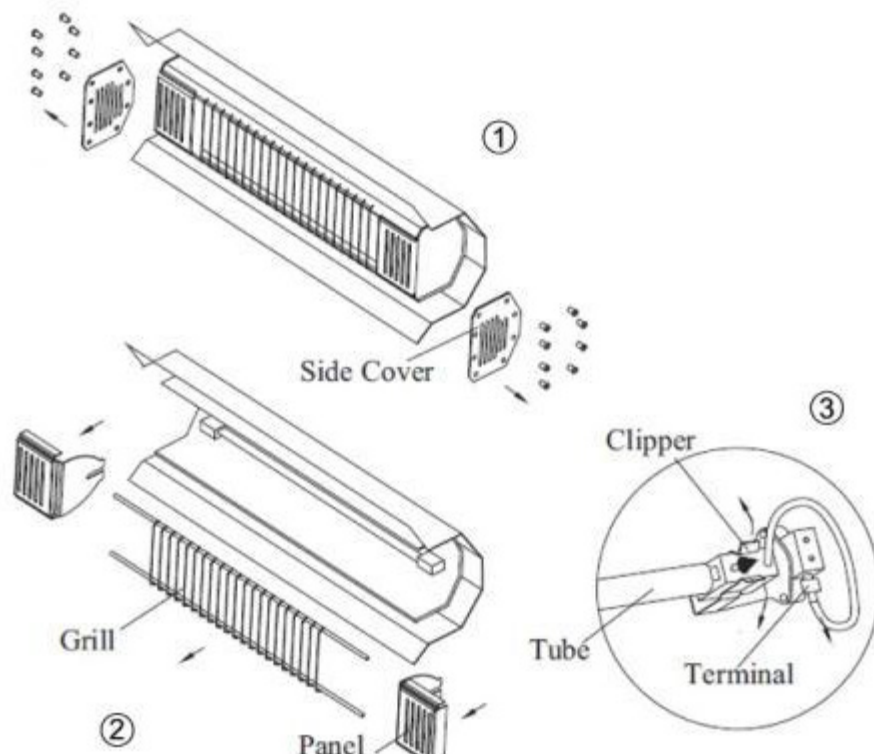
## TROUBLESHOOTING

In the unlikely event that the heater fails to operate, check the following:

Problem	Probable Cause	Solution
Heating tube will not light	No power.	Check the power plug connection with the power outlet.
	Tilt switch knob set to "OFF".	Set tilt switch knob to "ON"
	Non-self-resetting thermal fuse blown.	Refer to service agent for repair.
	Heating tube is damaged.	Replace with new heating tube.
	Tilt-switch activated.	Keep body vertical. Reset switch.
	Tilt-switch is damaged.	Replace new tilt-switch.
	Loose power connection.	Check and tighten power connections.
Heating element glows unevenly from end to end	Heater head is not level.	Adjust the position of the heater or the head to achieve level mounting.
Heating unit turns off unexpectedly.	The tilt switch mechanism is being activated.	Review assembly steps 5 and 6 and insure the tilt switch assembly is parallel to the ground.

## HEATER TUBE REPLACEMENT

1. Remove power cord from power socket to ensure heater has no power connection.
2. Use screw driver to take off Heater head assembly side covers (See diagram 1 below)
3. Remove side covers and grille protector. (See diagram 2 below)
4. Remove tube from both terminals on each side. (See diagram 3 below)
5. Insert new tube into clipper and plug in both terminals. Make sure there are no metal parts around or touching the heating tube.
6. Refit the grille and both side covers.
7. Replace power cord plug into the power socket and turn power on to check the new replaced heating tube.
8. Store in a safe place where the unit won't get damaged or broken.
9. Dispose of the defective heater tube properly.



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# IMPORTANT

For questions, concerns or problems with our product please email our customer service department:

**customercare@jrhome.com**

DATED PROOF OF PURCHASE REQUIRED FOR WARRANTY SERVICE

Si vous éprouvez des difficultés ou si vous avez des questions ou des préoccupations, prière de faire parvenir un courriel à notre service à la clientèle

**customercare@jrhome.com**

UNE PREUVE D'ACHAT DATÉE EST REQUISE POUR SE PRÉVALOIR DE LA GARANTIE.

## WARRANTY

This product is inspected, tested and carefully packaged to minimize the chance of damage during shipment. If a part (excluding light bulbs, glass and fuses\*) within one year from the date of purchase proves to be defective in material or fabrication under normal use, the part will be repaired or replaced. The Company's obligation under the warranty is to replace or repair defective parts at our discretion. Any expenses or damage resulting from the installation, removal or transportation of the product will be the responsibility of the owner and are not covered by this warranty. The owner assumes all other risks arising from the use or misuse of the product. The warranty will be void if the product damage or failure is deemed by the Company to be caused by accident, alteration, misuse, abuse, incorrect installation or removal, or connection to an incorrect power source by the owner. The Company neither assumes, nor authorizes any person or entity to assume for it any obligation or liability associated with its products. Light bulbs and fuses are not covered under this warranty. If you have any questions regarding the warranty or service, please contact us at **customercare@jrhome.com**.

Customer Service :

JR Home Products

Unit 306 - 19100 Airport Way, Pitt Meadows, BC V3Y 0E2

Toll Free : 1-800-561-5550

E-mail : **customercare@jrhome.com**

## AVERTISSEMENT

Ce produit a été soigneusement inspecté, testé et emballé afin de minimiser les risques de dommages durant le transport. Si l'une des pièces (à l'exception des verres, des ampoules électriques et des fusibles\*) s'avère défectueuse au niveau de sa fabrication ou de ses matériaux dans l'année qui suit la date de l'achat suite à une utilisation normale, la pièce sera réparée ou remplacée. La compagnie est tenue de réparer ou remplacer les pièces défectueuses à sa discrétion, en vertu de la garantie. Tous frais ou dommage résultant de l'installation, du démantèlement ou du transport du produit demeurent la responsabilité du client et n'est pas couvert par cette garantie. Le client assume tout autre risque résultant de l'utilisation correcte ou fautive du produit. La garantie devient nulle si la compagnie détermine que le dommage ou le mauvais fonctionnement est causé par un accident, une modification, une mauvaise utilisation, un abus, une mauvaise installation ou un mauvais démantèlement ou un branchement à une source électrique inadéquate de la part du client. La compagnie n'est pas responsable et n'autorise quiconque, personne ou entité légale, à accepter de responsabilité ou obligation en son nom, en rapport avec ses produits. \* Les ampoules électriques et les fusibles ne sont pas couverts par cette garantie. Pour toute question au sujet de la garantie ou du service, contacter le service à la clientèle à : **customercare@jrhome.com**.

Service à la clientèle:

JR Home Products

Unit 306 - 19100 Airport Way, Pitt Meadows BC V3Y 0E2 Numéro

sans frais: 1-800-561-5550

Courriel: **customercare@jrhome.com**

**You MUST register your product to receive warranty service.**

**Registration can be completed online at  
www.jrhome.com or by mailing this form.**

**Vous DEVEZ enregistrer votre produit pour vous prévaloir de la garantie.**

**L'enregistrement sera complet une fois que vous aurez posté ce  
formulaire ou que vous serez inscrit en ligne.**

## Warranty Registration Information Form / Formulaire d'enregistrement de la garantie

Name / Nom : \_\_\_\_\_

Street / Adresse : \_\_\_\_\_

City / Ville : \_\_\_\_\_

Province / Province : \_\_\_\_\_

Postal Code / Code postal : \_\_\_\_\_

Daytime Phone # / No téléphone jour : \_\_\_\_\_

Evening Phone # / No téléphone soir : \_\_\_\_\_

E-Mail Address / Courriel : \_\_\_\_\_

Product/Produit : \_\_\_\_\_

Place of Purchase / Lieu de l'achat : \_\_\_\_\_

Date of Purchase / Date de l'achat : \_\_\_\_\_

Model # / No de modèle : \_\_\_\_\_

Serial # / Numéro de série : \_\_\_\_\_

You MUST register your product to receive warranty service.

For warranty service, contact J&R Home Products at the address, phone numbers listed below within 30 days of purchase. Be sure to have your sales receipt and original date of purchase. All warranty service will be coordinated by J&R Home Products service center.

Vous DEVEZ enregistrer votre produit pour vous prévaloir de la garantie.

Afin de faire valoir la garantie, communiquez avec J&R Home Products à l'adresse et aux numéros indiqués ci-dessous dans les 30 jours suivant la date d'achat. Ayez en main votre reçu et la date d'achat. Toutes les demandes liées aux garanties seront traitées par le centre de service de J&R Home Products.