

# INSTALLATION AND USER MANUAL

## SMART TOUCH ELEMENT

**INOW PLUS**



**CE UK  
CA**

# COLOR OPTIONS



**ANTHRACITE**



**CHROME**



**WHITE**



**BLACK**

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Before you begin installation, setup or operation of the unit, please read all of these instructions carefully.

## 1. Safety & Warnings

- Electric Towel Rails must be installed by a licensed electrician in accordance with the current IEE wiring regulations.
- The product should be permanently fixed and connected to the 220/240 Volt AC mains power supply via a fused spur/cable outlet, and earth bonded .
- This product is a Class 1 unit and as a result it must be earth connected.
- The element must NEVER be used without the towel rail or radiator being filled with water or fluid at correct fluid level.
- Only use the device in a suitable towel rail or radiator, for space heating and/or towel drying.
- This element should be mounted vertically and in the BOTTOM of the towel rail . It can be mounted horizontally only when it is in the ambient temperature control mode
- It is imperative that you have the correct fluid level(90% fluid of towel rail total volume is recommended) in the towel rail before the element is used.
- A Never attempt to disconnect the control unit from the heating element. It is a unit that was factory-sealed.
- Ensure the O-ring is on the connection part before installation. This o-ring is preventing the leakage after installation.
- The appliance is not a toy for children.
- The unit is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, only use if they are supervised by a competent person.

### **Warning!**

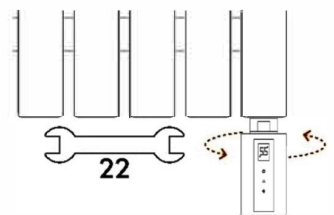
Never tighten using the housing itself, Always use the correct tools (Spanner).

## 2. Installation

- These are general-purpose instructions for fitting your element into a suitable radiator or towel rail. Always check with the radiator manufacturer to ensure the product is suitable for use with the element, and follow any additional installation guidance provided with the unit. Installation must be completed by a qualified electrician. Do not attempt installation DIY.
- **WARNING** – Do not attempt to operate the element before it has been installed in a fluid-filled radiator or towel rail. Switching on the element in an empty radiator or in open air will cause the element to cease functioning. Always switch off the power supply at the mains during installation and maintenance. We recommend that the fuse is withdrawn or circuit breaker switched off at the distribution board while work is in progress.

### 2.1 'Electric-only' Element Installation

- Identify the inlet where the element will be fitted in the radiator or towel rail. For vertical models, the element is fitted vertically, entering at the bottom of the right-hand vertical strut. For horizontal models, the element is fitted horizontally, entering sideways through the lowest horizontal strut. Never fit the element at the top of a radiator or towel rail.
- Tilt the radiator so the next free filling cap is at the highest point. Remove the cap and fill the towel rail or radiator to 90% of its volume with a suitable heating medium. This should be a glycol-based formulation. Replace the cap when done.
- Push the heating element into the radiator (Ensure all threaded joints are wrapped with PTFE tape and the O-ring is present on the element thread)
- Tighten the element at the main nut, using a size 22 spanner. Ensure the rubber O-ring, above the main nut, makes a firm seal between the radiator and the element. This prevents leakage after installation.



- ◆ **NOTE** - Never attempt to tighten the element by twisting the control head or product housing. Always use the correct tools as directed in the instructions.

- Fit the rail to the wall, following the manufacturers fitting instructions.
- Connect the element to the mains power using a BS fused connection unit.
  - The wires should be connected as follows: **Blue** (Neutral), **Brown** (Live), **Green/Yellow** (Earth).
- The fused connection unit should be fitted with a 5 Amp fuse to BS1362.
- Shortly after switching on the unit, ensure the towel rail is bled for any excess air.
- Check for leaks and re-tighten joints as necessary.

## 2.2 'Dual-fuel' Element Installation

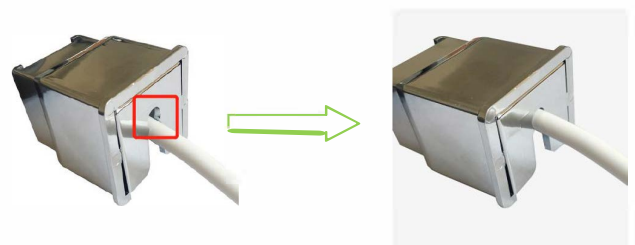
- Identify the inlet where the element will be fitted in the radiator or towel rail. For vertical radiators and towel rails, the element is fitted vertically, entering at the bottom of the right-hand vertical strut. For horizontal models, the element is fitted horizontally, entering sideways through the lowest horizontal strut. Never fit the element at the top of a radiator or towel rail.
- Ensure all threaded joints are wrapped with PTFE tape.
- Ensure the O-ring is present on both the element and Tee piece threads.
- Insert the element into the Tee piece and tighten with a spanner.
- Insert the Tee piece with electric element into the chosen side of towel rail or radiator and tighten with a spanner.
- Fit towel rail or radiator to the wall and connect to the central heating, following the manufacturers fitting instructions.
- Once the rail is mounted on the wall and connected securely to the central heating system, open the radiator valves and allow the rail to fill.
- Once the rail has filled with water, with the central heating OFF, use the air vent to purge any excess from the rail.
- Connect the element to the mains power using a BS fused connection unit.
  - The wires should be connected as follows: **Blue** (Neutral), **Brown** (Live), **Green/Yellow** (Earth)..
- The fused connection unit should be fitted with a 5 amp fuse to BS1362.
- Shortly after switching on the unit, ensure the towel rail is bled again for any excess air.
- Check for leaks and re-tighten joints as necessary

## 2.3 How to install the cable mask to the element box after installing the element to the towel rail or radiator

Step 1: slide the decorative cable mask into track on the back of element box

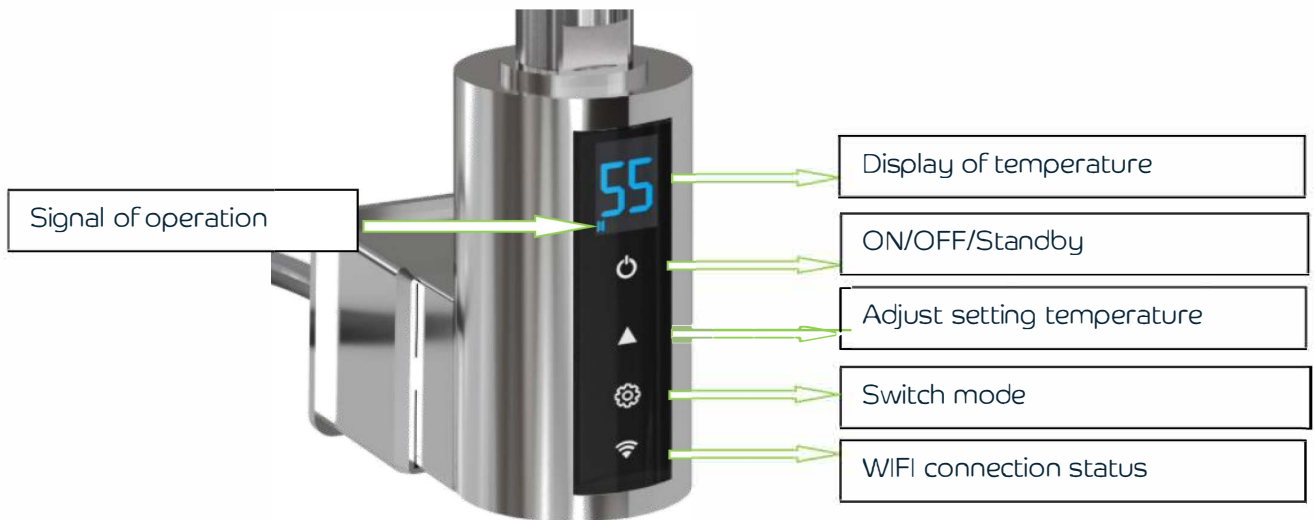


Step 2: lock the cable to the hole on the mask



### 3. Control operation

#### 3.1 Control button and screen display



### 4. Manual operation of thermostatic control

The controller has below functional modes

- 4.1 Standby Mode
- 4.2 Heating Mode
  - 4.2.1 Radiator mode(Internal temperature)
  - 4.2.2 Room heating mode: Comfort/Eco
  - 4.2.3 Boost mode(Timer)
- 4.3 Anti-freezing
- 4.4 Child unlock



#### 4.1 Standby mode

Once the thermostatic heater is power on, the unit will go into standby mode immediately. The arrow signal ▼ will be light up on the screen and the element is not heating. You can press ⏻ to switch between heating and standby mode.


#### 4.2 Heating mode

Press ⏻ to switch the element on. Press ⚙️ to switch between modes. The icon on the display to change accordingly, browsing through: Radiator, Anti-freezing, Eco, Comfort, Timer 2H-4H







## 4.2.1 Radiator mode


When the icon  displays on the screen, you are in radiator mode. In this mode, the element controls the radiator's internal temperature and heats to a constant set temperature. The internal thermostat measures the temperature of the heating fluid and instructs the element to heat or stop heating according to the temperature set. The temperature displayed is the set temperature. Set temperature range is 30-70 °C and can be adjusted in steps of 5 °C using the  button.

## 4.2.2 Room heating mode





There are 3 different room heating modes manually operated via the control unit, by pressing button  to switch between them.

### 4.2.2.1 Comfort

Press the button  to switch modes on the display, when icon  and  display on the screen, you are in comfort mode. In this mode, the element controls the room temperature and heats to a constant set temperature. The external  thermostat measures the ambient temperature and instructs the element to heat or stop heating according to the temperature set. When heating, the symbol  flashes; When not heating, the symbol  is fixed.

The temperature displayed is the set temperature. Set temperature range is 15-30 °C and can be adjusted using the  button, It will recircuit between 15°C and 30° C. You can check the current room temperature when you are connected to the app.

### 4.2.2.2 Eco mode

Press the button  to switch modes on the display, when only icon  displays on the screen, you are in Eco mode. In this mode, the element controls the room temperature and heats to a constant set temperature. The external thermostat measures the ambient temperature and instructs the element to heat or stop heating according to the temperature set. When heating, the symbol  flashes; when not heating, the symbol  is fixed.



The temperature displayed is the set temperature. Set temperature range is 7-30 °C and can be adjusted using the ▲ button , It will recircuit between 7°C and 30°C. You can check the current room temperature when you are connected to the app.

### 4.2.3 Boost mode 2H/4H

If you need a short boost Maximum heating performance, then press the button ⚙️ on the control unit, 2H or 4H displays on the screen. The element will stay working at the setting boost hours at maximum performance which is heating the fluid under 70 °C. After heating at the setting hours,it will revert back to previous chosen mode and temperature.

### 4.3 Anti-freezing mode

Press the button ⚙️ to switch modes on the display, when icon ❄️ displays on the screen, you are in anti-freezing mode, 07 displays on the screen. In this mode, it will both prevent the freezing of liquid in the radiator, and can also maintain a low room temperature. The default setting for frost protection is between < 7°C and 15°C. If the radiator internal temperature falls below 07°C, the heating system switches on automatically, heats the liquid in the radiator to 15°C and then switch off again. An Ice ❄️ appears on the display. And it will work as a circulation way.

### 4.4 Child unlock

Once the thermostat will be locked from the APP, hold and press ▲ button on the display for 5 seconds, the device will be unlocked.

## 5. Connecting to WIFI




### 5.1 Downloading the app

The element is designed to work with the INOW app. Scan the code below to go to the app. Press install and follow the app's instructions to create an account.



## 5.2 Connecting to the App

### 5.2.1 Operation on the thermostatic controller

1. Switch on the element by pressing button 
2. Press and hold the button  to activate pairing mode, coming with a sound "DI", it is in pairing stage and WIFI icon  Starts flashing, follow the below operation you can operate the pairing job.



### 5.2.2 Pairing operation for controller and APP

Once the controller is ready for pairing and WIFI icon start flashing, follow the below operation on the APP, you will get the controller to be paired with the APP .

Click + or "Add Device"

Click "Add Manually"

Click "Smart Home Appliances"

Click "Heater"

Select 2.4 GHz Wi-Fi Network and enter password.  
If your Wi-Fi is 5GHz, please set it to be 2.4GHz.  
[Common router setting method](#)

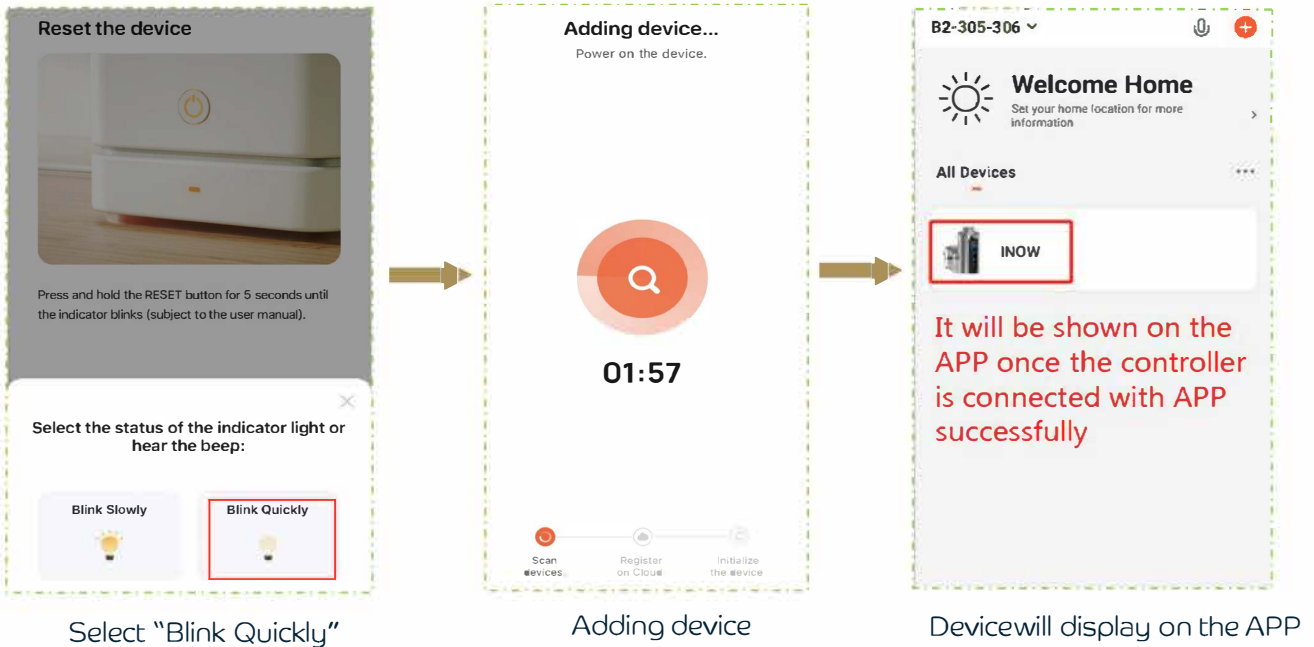
Input your account NO. and password

Press and hold the RESET button for 5 seconds until the indicator blinks (subject to the user manual).

Confirm the indicator is blinking rapidly

Input your register account NO. and your password


Click "Confirm the indicator is blinking rapidly"



## Trouble shooting

If the element does not connect on the first attempt:

- Make sure both the element and your smart device are in range of your router.
- Make sure you complete the connection process in 2 minutes. If the APP can be not connected, you must begin the process again.
- Ensure your router has a strong internet connection.
- Ensure WiFi and Bluetooth are enabled on your smart device.
- Make sure the app has registered successfully.
- Make sure your smart device is connected to the same WiFi network as that to which you are attempting to connect the element.
- Ensure you are connected to a 2.4G WiFi band. See instructions within the app if you are currently connected to a 5G band.
- Check any local restrictions on your WiFi. WiFi networks in public places such as hotels and airports may require extra identification steps.

**Reset the factory data:** Press and hold the  icon for 5 seconds on the controller, coming with a sound "DI", the controller is now in pairing stage, and repeat the above pairing operation until the pairing work is done successfully.

## 6. Using the APP

### 6.1 Home Overview

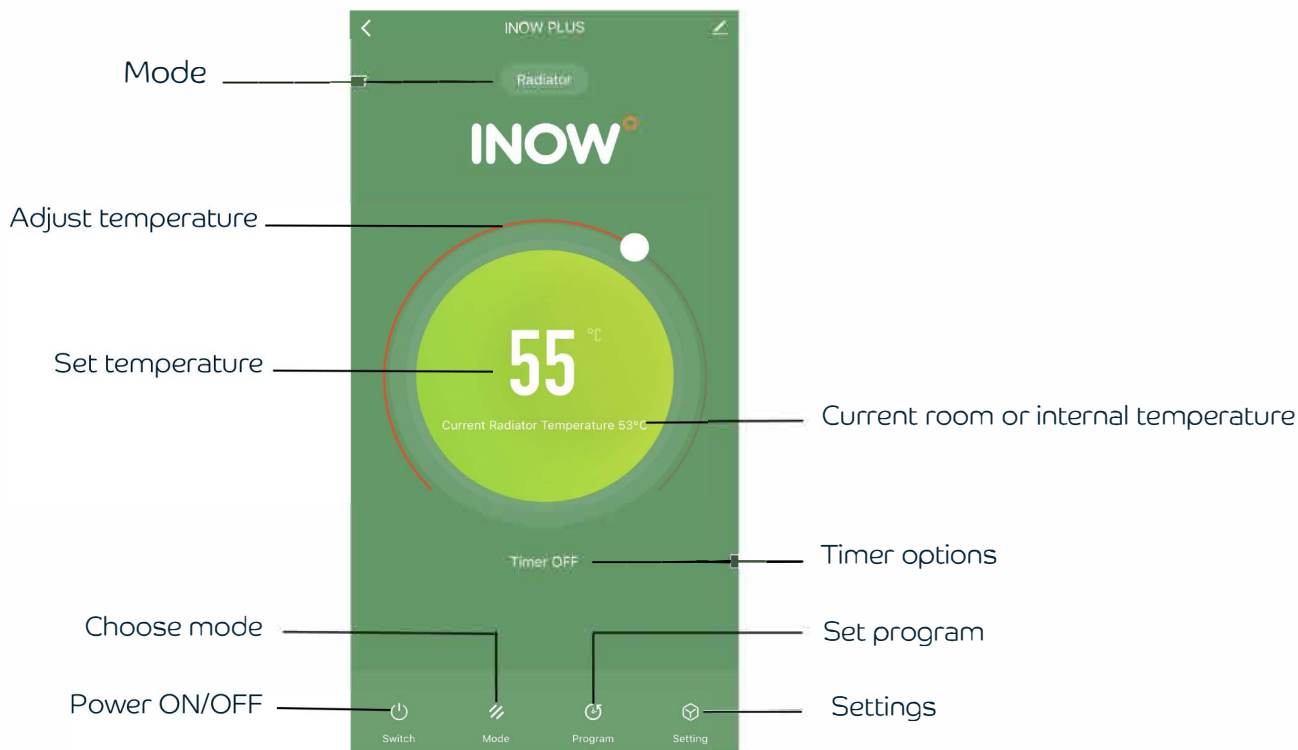
You can use the INOW app to control multiple devices. All devices are displayed on the home screen with their status.

Possible statuses:

- Online – Heater will respond to app commands.
- Offline – Device is turned off at wall or power switch. It cannot be controlled by the app.

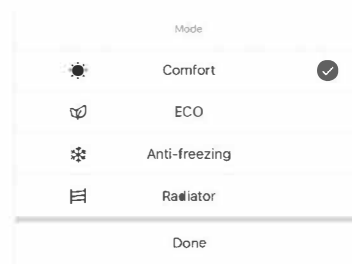
## 6.2 Control Interface

Tap the heater listing to go to the control interface. Here you can turn the element off and on, adjust set temperatures, choose mode and access weekly programmer and device settings.



## 6.3 Choose mode

Tap the mode icon  on the control interface to choose mode. The four options correspond to the four modes on the control panel.



### 6.3.1 Comfort & Eco Mode

In comfort and eco mode, simply use the sliding dial to adjust the set room temperature.

### 6.3.2 Anti-freezing mode

In anti-freezing mode, it is set to maintain a low room temperature for energy saving when you are absent from the house. 7°C displays on the APP, it can't be adjustable.

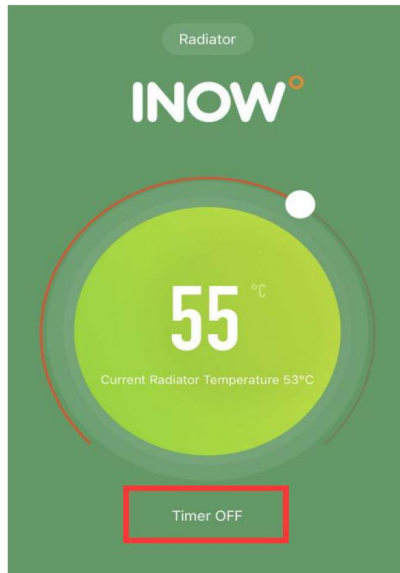
### 6.3.3 Radiator mode

In radiator mode, simply use the sliding dial to adjust the set radiator internal temperature.

## 6.4 Timer

2 hours, 4 hours and OFF options are available from the timer. Timer is enabled by default

You can have the MAX working temperature temporarily by tapping timer icon on the APP interface, working in MAX power for 2 hours or 4 hours under radiator mode, After complete working the set hours, it will come back to previous working mode automatically.

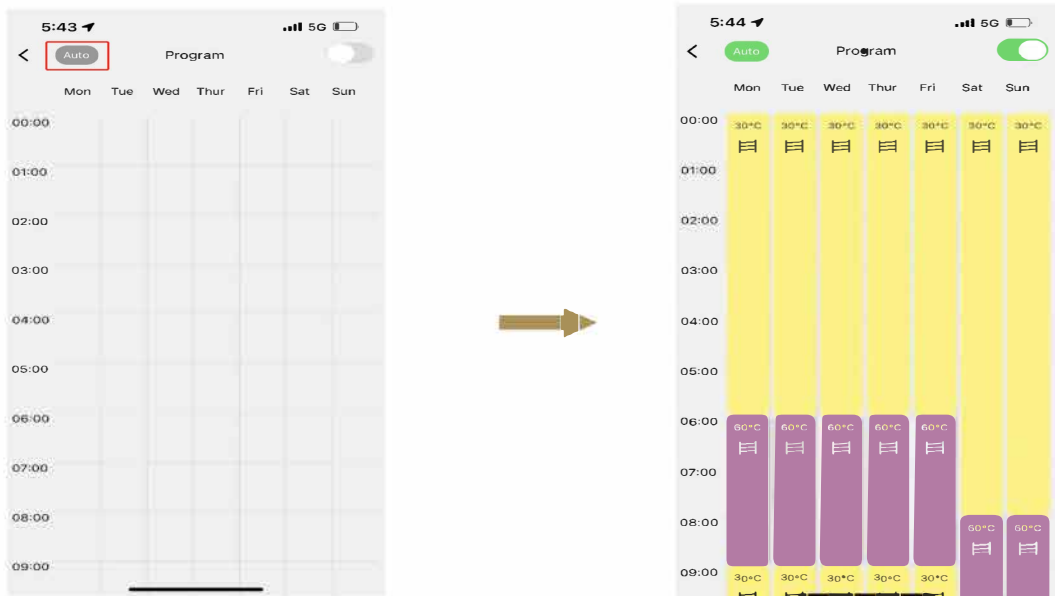


## 6.5 Set the program

Tap icon  on the control interface to set the program.

### 6.5.1 Auto program

Tap icon Auto on the left top of program chart, The device will work under automatic preset program, it will be running to heat under radiator mode by default program.




From the auto default program, you can reset the program by clicking the beginning and ending hours on the axis as well, room and radiator temperature control options are available.



Default data list as below:

Period		Icon	Time	Temperature
Work day (Monday- Friday)	1	☰	6:00	60°C
	2	☰	9:00	30°C
	3	☰	17:00	60°C
	4	☰	22:00	30°C
Weekend (Saturday- Sunday)	1	☰	8:00	60°C
	2	☰	10:00	30°C
	3	☰	17:00	60°C
	4	☰	22:00	30°C

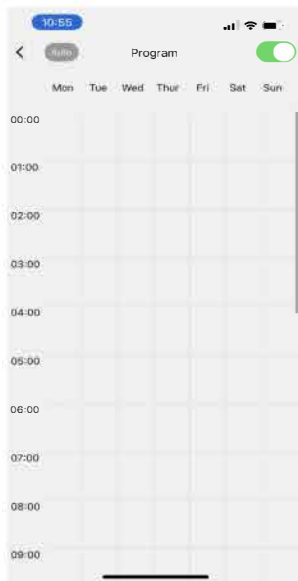
### 6.5.2 Set the program from no default

Tap icon  on the right top of program chart, you can set the preferred program from unset data by clicking the beginning and ending hour on the axis , room and radiator temperature control options are available.

Note: When the time period on the axis is grey color, the device is in standby mode.



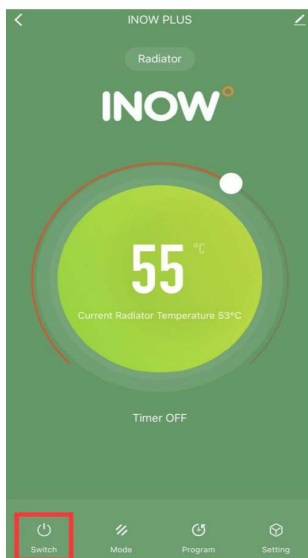
Tap icon at top right to switch the program



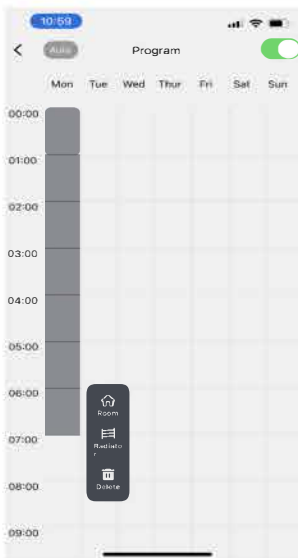
No program is input and it is in grey color



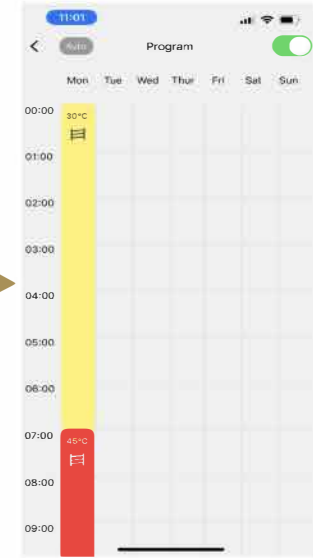
Device is in Standby



Switch on again




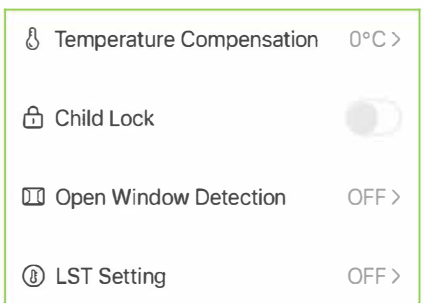
Click the hours on the axis and choose the mode



The select program is displayed on the chart

## 7. Device settings

Tap the icon  to view and adjust the element's settings. This menu allows you to configure several settings not available through the control dial. Tap the icon for settings that relate to the element's listing on the app, including its name, any automations it is included in, and the quality of its network connection.



## 7.1 Temperature compensation

You can adjust the temperature compensation in steps of 1 °C, from -10 °C to 10 °C. The default temperature compensation is 0 °C. This setting allows users to adjust for any discrepancy between the average room temperature and the temperature sensed by the element thermostat. For instance, if the temperature in the room is 18 °C, but the thermostat senses 16 °C, a compensation factor of +2 °C will offset the difference. The accuracy of the element's temperature reading can be affected if the unit is mounted such that the sensor is positioned in a hot or cold spot – e.g., near hot water pipes or in a draughty doorway. The sensor is the short probe on the reverse of the control dial.

## 7.2 Child lock

Use the toggle switch to lock or unlock the element display. LC displays on the screen when the device is locked.

## 7.3 Open window detection

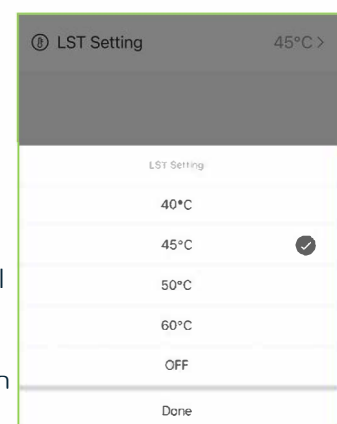
There are three options for the open window detection function: OFF, 60 minutes and 120 minutes. Open window detection is enabled by default. Open window detection is an energy-saving feature designed to cut power to the unit if a window is opened. If the thermostat detects a sudden drop in temperature (2 °C or more within 5 minutes), the element will switch to an anti-freeze state where it only heats if the temperature drops below 7 °C. This helps prevent loss of energy as heat escapes through the window. The element remains in this state until the time set (60 or 120 minutes) has elapsed, whereupon it will resume heating according to its previous settings. If the temperature drops again, the cycle begins again. The control dial will display "OP" when the open window function is triggered

## 7.4 LST setting

There are Five options for LST settings:

OFF, 40 °C, 45 °C, 50 °C, 60 °C. LST setting is enabled by default.

LST setting data is only working under ambient heating ways, which is targeting to control the lower surface temperature, when the radiator internal temperature hit the selected temperature, it will stop working and it will work again once the internal temperature lower than the selected temperature, by working in this way, when the ambient temperature hits the set temperature, the device will stop working as well.





## 8. Technical information

Voltage	220-240V AC / 50Hz
Wattage	100-1200W
Mode	Comfort/Eco/Anti-freezing/Radiator/Program/Auto
Frost Protection	7°C
Temperature setting	Room Temperature: 7°C -30 °C Internal Fluid Temperature: 30°C -70°C
IP rating	IP44
Timer mode	Boost 2/4 hours
Appliance class	Class I
Thread size	G ½ "
Application	This element is not suitable for dry heating. It must be submerged in liquid (either in a liquid-filled electric-only installation, or as part of a dual-fuel installation).

## 9. Disposal



In accordance with WEEE Directive 2012/19/EU, the icon with the crossed-out waste bin on electrical or electronic equipment stipulates that this equipment must not be disposed of with household waste at the end of its life. You will find collection points for free return of waste electrical and electronic equipment in your vicinity. The addresses can be obtained from your local authority. The separate collection of waste electrical and electronic equipment enables the re-use, recycling and other forms of recovery of waste equipment, and prevents any negative effects for the environment or human health.