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› [STELPRO SORB2002MW Sorb Series Orléans Bathroom Fan Heater User Manual](#)

## Stelpro SORB2002MW

# STELPRO SORB2002MW Sorb Series Orléans Bathroom Fan Heater User Manual

Model: SORB2002MW | Brand: Stelpro

## 1. INTRODUCTION

This manual provides essential information for the safe and efficient installation, operation, and maintenance of your STELPRO SORB2002MW Sorb Series Orléans High-End Bathroom Fan Heater. Please read all instructions carefully before use and retain this manual for future reference.



Figure 1: Front view of the STELPRO SORB2002MW Sorb Series Orléans Bathroom Fan Heater.

## 2. SAFETY INFORMATION

Always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons. This heater is designed for indoor use only. Do not install in areas where it may be exposed to water or excessive humidity. Ensure proper grounding and wiring according to local electrical codes.

- **Electrical Safety:** This unit operates at 240/208V and requires a hardwired connection. Installation must be performed by a qualified electrician.
- **Clearance:** Maintain adequate clearance from combustible materials. Refer to installation instructions for specific distances.
- **Supervision:** Close supervision is necessary when any appliance is used by or near children or invalids.
- **Maintenance:** Do not attempt to repair or replace any part of the heater unless specifically recommended in this manual. All other servicing should be referred to a qualified service technician.

### 3. PRODUCT FEATURES

- **Powerful Heating:** Provides adjustable heating options, delivering up to 2000W of power for rapid warmth.
- **Smart Connected Control:** Built-in Smart Thermostat with Zigbee Connectivity allows remote temperature control through your Zigbee or Smart Home Hub App.
- **Quiet Operation:** Known as one of the quietest fan heaters in its category, ideal for maintaining a peaceful environment.
- **Durable Construction:** Constructed with a high-performance polymer cabinet and satin-finish steel front for lasting quality and rust resistance.
- **Thermal Protection:** Includes thermal protection with automatic reset for enhanced safety and reliability.

THE QUIETEST UNIT IN ITS CLASS  
LE PLUS SILENCIEUX DE SA CATÉGORIE



UP TO  
**2000**  
WATTS

**5**  
YEAR  
ANS

WARRANTY\*  
GARANTIE\*

**RUST  
RESISTANT**  
RÉSISTANT À  
LA ROUILLE

\*Three years on electronic components  
\*Trois ans sur les composants électroniques

Figure 2: Key features of the STELPRO Sorb Series Orléans heater.

## 4. INSTALLATION

The STELPRO SORB2002MW is designed for wall-mounted installation. Ensure the mounting surface is firm and free from combustible materials. A suitable 240V electrical outlet or hardwired connection point must be available nearby.

### 4.1 Dimensions



Figure 3: Product dimensions for installation planning.

## 4.2 Electrical Connection

This heater requires a 240V hardwired connection. Consult a qualified electrician for proper wiring to ensure safety and compliance with local electrical codes.

# 240 V



## HARDWIRED CONNECTION CONNEXION AVEC FILS DANS LA BOÎTE DE JONCTION

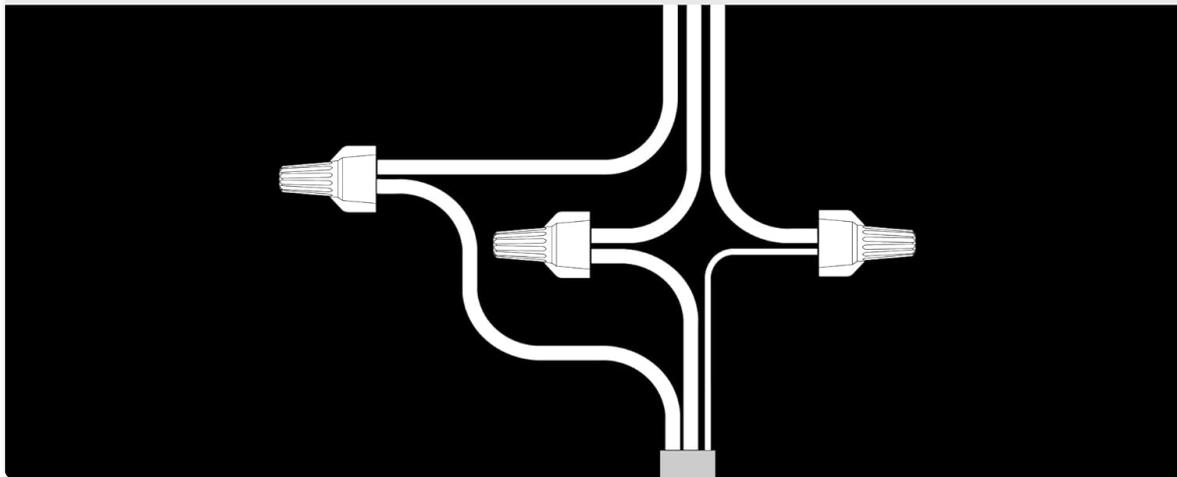


Figure 4: Hardwired connection diagram.

## 4.3 Installation Steps (General Overview)

1. **Prepare the Wall:** Select a suitable wall location, ensuring it is a firm surface and there are no obstructions.
2. **Mark Drilling Points:** Use a template (if provided) or measure carefully to mark the positions for wall anchors.
3. **Drill Holes:** Drill holes at the marked positions. For drywall, use appropriate wall anchors.
4. **Mount the Heater:** Secure the top anchors first, then hang the heater and secure the bottom anchors.
5. **Connect Wiring:** Connect the electrical wiring as per the electrical diagram and local codes.
6. **Attach Front Panel:** Securely attach the front panel to the heater.

## 4.4 Installation Video

Your browser does not support the video tag.

Video 1: Installation overview for a Stelpro wall heater (Stelpro SOA Wall Heater, 0:30).

Your browser does not support the video tag.

Video 2: Mirage heater details, showing design and features (Stelpro Mirage, 0:30).

## 5. OPERATING INSTRUCTIONS

The STELPRO SORB2002MW features a built-in smart thermostat for precise temperature control and various operating modes.

### 5.1 Control Panel



Figure 5: Digital control panel for temperature and mode selection.

### 5.2 Smart Boost Mode

Activate the Smart "Boost Mode" for a rapid temperature rise when quick heating is desired. This feature quickly brings the room to your desired comfort level.



Figure 6: The heater is designed for quiet operation.

### 5.3 Smart Home Integration

The built-in smart thermostat with Zigbee connectivity allows you to control the heater remotely via your smart home hub app. This enables seamless integration with other smart devices and remote management of your heating.

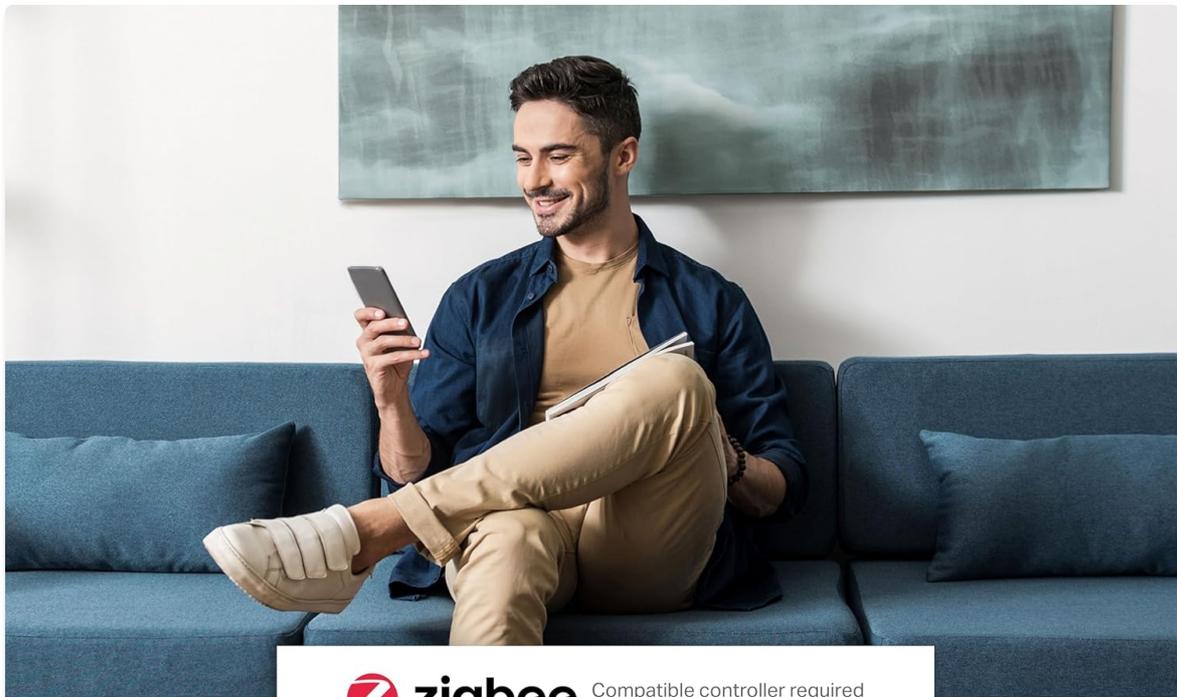


**CONTROL THE TEMPERATURE  
OF YOUR HOME FROM  
YOUR SMARTPHONE**

**CONTRÔLEZ LA TEMPÉRATURE  
À PARTIR DE VOTRE  
TÉLÉPHONE INTELLIGENT**

 **zigbee** Compatible controller required  
Contrôleur Compatible requis

Figure 7: Remote control via smartphone app using Zigbee.



 **zigbee** Compatible controller required  
Contrôleur compatible requis

## HOME AUTOMATED SYSTEM COMPATIBILITIES

### SYSTÈMES DE DOMOTIQUE COMPATIBLES



4<sup>TH</sup> GENERATION AND UP  
4<sup>ÈM</sup> GÉNÉRATION ET PLUS

Figure 8: Compatibility with SmartThings and Amazon Alexa for enhanced control.

## 6. MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your heater.

- **Cleaning:** Ensure the heater is turned off and disconnected from power before cleaning. Use a soft, damp cloth to wipe the exterior. Do not use abrasive cleaners or solvents.
- **Air Intake/Outlet:** Periodically check and clean the air intake and outlet grilles to prevent dust buildup, which can impede airflow and reduce efficiency.
- **No User Serviceable Parts:** The internal components are not user-serviceable. Do not open the unit.

## 7. TROUBLESHOOTING

If your heater is not operating correctly, refer to the following common issues before contacting customer support.

- **Heater Not Turning On:** Check the circuit breaker and ensure the unit is properly connected to the power supply. Verify the thermostat settings.
- **No Heat Output:** Confirm the heater is in heating mode and the temperature setting is above the ambient room temperature.
- **Unusual Noises:** Ensure the unit is securely mounted and free from obstructions. If unusual noises persist, discontinue use and contact customer support.
- **Smart Control Issues:** Verify your Zigbee hub is properly configured and connected to the internet. Check the heater's connection status in your smart home app.

## 8. SPECIFICATIONS

Feature	Detail
Brand	Stelpro
Model Number	SORB2002MW
Power Output	2000W / 1500W
Voltage	240V / 208V
Color	White
Dimensions (D x W x H)	10.4D x 30.5W x 40.2H Centimetres
Item Weight	4.26 kg
Special Features	Digital Display, Electronic Thermostat, Energy Efficient, Fast Heating, Noiseless
Mounting Type	Wall Mount
Heating Method	Forced Air
Indoor/Outdoor Usage	Indoor

## 9. WARRANTY AND SUPPORT

The STELPRO SORB2002MW heater comes with a **5-year warranty**, including 3 years on electronic components. This warranty covers defects in materials and workmanship under normal use. For warranty claims or technical support, please contact Stelpro customer service directly. Keep your proof of purchase for warranty validation.

For further assistance, visit the official Stelpro website or contact their customer support.

