

## Ballu NCA1-4.5-PRO

# Ballu Convection Panel Space Heater

Model: NCA1-4.5-PRO

## INTRODUCTION

Thank you for choosing the Ballu Convection Panel Space Heater. This manual provides essential information for the safe and efficient operation of your new heater. Please read these instructions thoroughly before use and retain them for future reference.

The Ballu NCA1-4.5-PRO is designed to provide comfortable and consistent warmth for indoor spaces. It features a patented Hedgehog Heating Element, dual temperature sensors, multiple control options including a remote, digital panel, and Wi-Fi app, along with advanced safety features.



Image: The Ballu Convection Panel Space Heater, showcasing its sleek design, accompanying remote control, and the intuitive smartphone application interface.

## IMPORTANT SAFETY INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Read all instructions before using this heater.
- This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 feet (0.9 m) from the front of the heater and keep them away from the sides and rear.
- Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
- Always unplug heater when not in use.
- Do not operate any heater with a damaged cord or plug or after the heater malfunctions, has been dropped or damaged in any manner. Discard heater or return to authorized service facility for examination and/or repair.

- Do not use outdoors.
- This heater is not intended for use in bathrooms, laundry areas, and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
- Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Arrange cord away from traffic area and where it will not be tripped over.
- To disconnect heater, turn controls to OFF, then remove plug from outlet.
- Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
- To prevent a possible fire, do not block air intakes or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
- A heater has hot and arcing or sparking parts inside. Do not use it in areas where gasoline, paint, or flammable vapors or liquids are used or stored.
- Use this heater only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons.
- This heater includes a V0-rated flame-retardant power cord and plug, along with smart tip-over protection and overheat protection for enhanced safety.
- The insulated alloy case with fabric covering reduces surface temperature for added safety.

## PACKAGE CONTENTS

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Please check the package for the following items:

- Ballu Convection Panel Space Heater Unit
- Remote Control (2x AAA batteries not included)
- Portable Casters (for freestanding use)
- Wall Mount Accessories (bracket, screws, anchors)
- User Manual

## SETUP

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### 1. Unpacking

1. Carefully remove the heater and all accessories from the packaging.
2. Inspect the heater for any signs of damage. If damaged, do not use and contact customer support.
3. Retain the packaging for storage or if the product needs to be returned.

### 2. Installation Options

Your Ballu heater offers two installation methods: freestanding with casters or wall-mounted.

## Model Comparison

More Comparison ▶

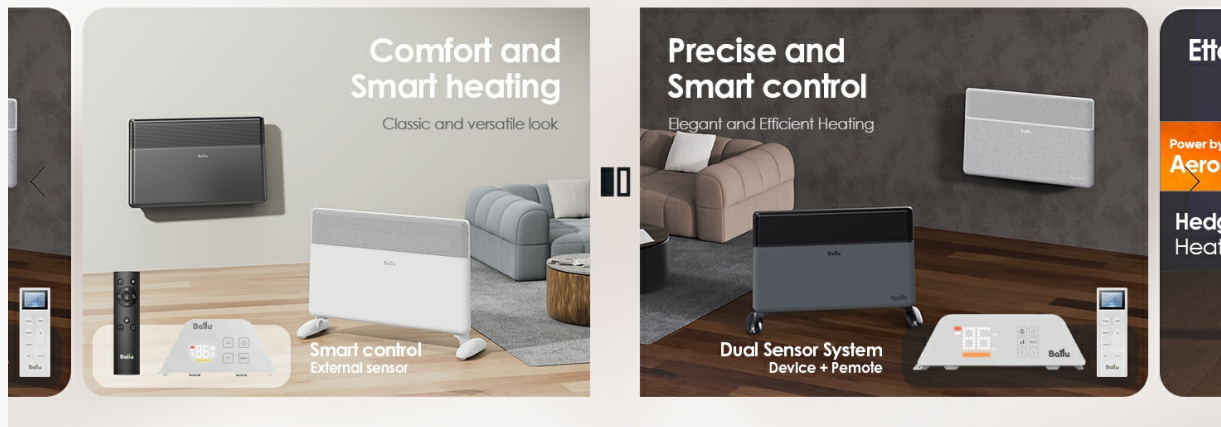


Image: Visual guide illustrating the two installation methods: freestanding with sliding casters and wall-mounted, including key dimensions for wall mounting (25.1 inches width, 16.5 inches height, 4.7 inches depth from wall, 4ft power cord).

### Freestanding Installation (with Casters)

1. Place the heater on a flat, stable surface.
2. Attach the portable casters to the base of the heater using the provided screws. Ensure they are securely fastened.
3. Position the heater in a location that allows for proper air circulation and is at least 3 feet (0.9 m) away from combustible materials.

### Wall Mount Installation

1. Select a suitable wall location, ensuring it is away from combustible materials and has a power outlet nearby.
2. Using the wall mount bracket as a template, mark the drilling points on the wall.
3. Drill holes and insert the wall anchors.
4. Secure the wall mount bracket to the wall using the provided screws.
5. Carefully hang the heater onto the wall mount bracket, ensuring it is securely seated.

## 3. Power Connection

Plug the heater's power cord into a standard 120V AC electrical outlet. Ensure the outlet is in good condition and not overloaded with other appliances.

## OPERATING YOUR HEATER

### 1. Control Options

The Ballu heater offers three ways to control its functions:

- **Remote Control:** The included remote control features an LED display for viewing current settings and making adjustments from a distance. Insert 2x AAA batteries (not included) into the remote.
- **Digital Panel:** A sleek digital control panel is located on the heater unit itself for direct adjustments.
- **Smartphone App:** For advanced control and smart features, download the 'Smart Life' app.



# Your Comfort Simplified

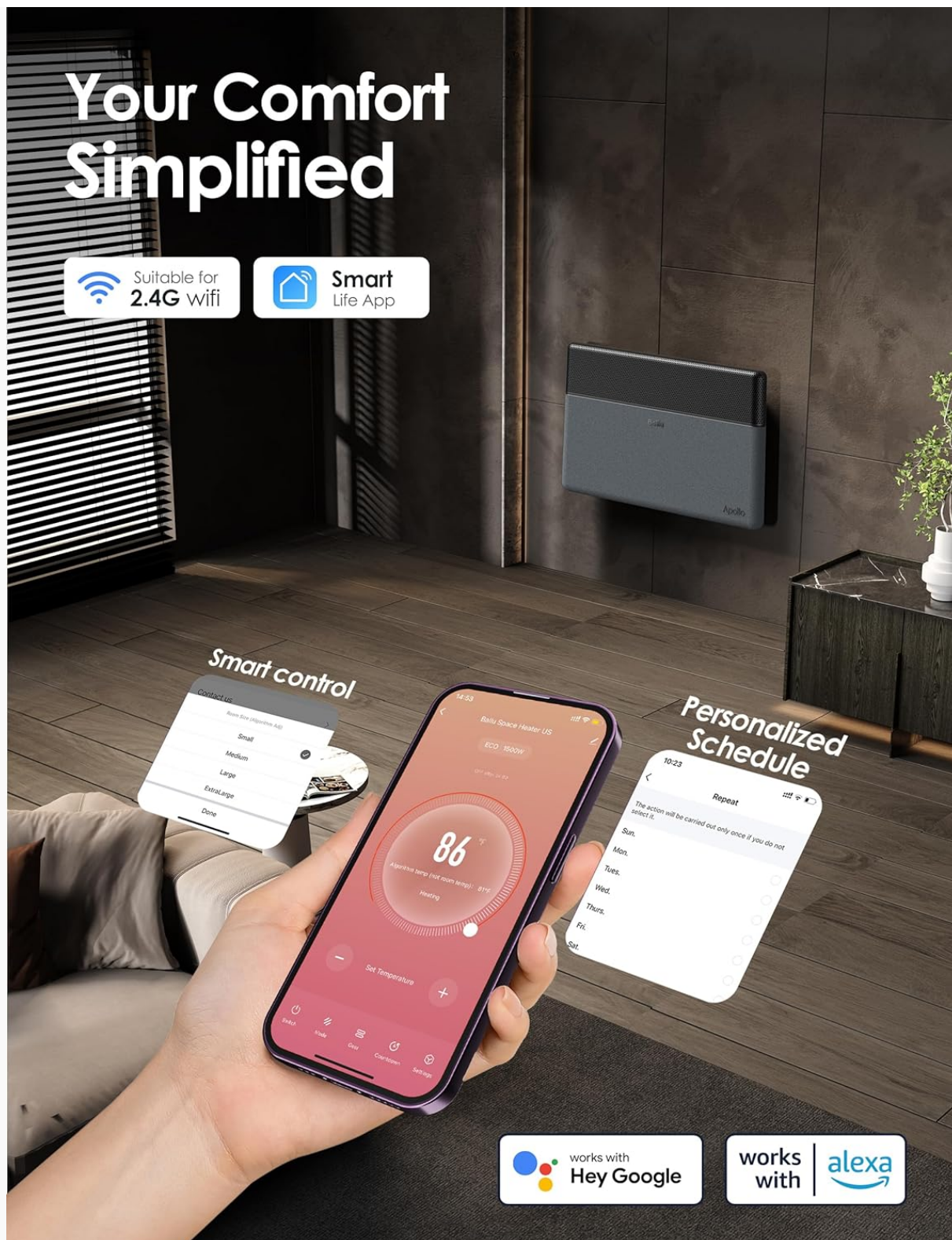


Image: A smartphone screen showing the 'Smart Life' application, demonstrating its capabilities for smart control, personalized scheduling, and compatibility with voice assistants like Alexa and Google Home.

## 2. Temperature Settings and Modes

The heater allows for precise temperature adjustment between 50°F and 86°F (10°C and 30°C).

- **Power On/Off:** Press the power button on the remote, digital panel, or through the app.
- **Temperature Adjustment:** Use the '+' and '-' buttons to set your desired temperature.
- **Heating Modes:** The heater typically offers multiple modes (e.g., ECO, Comfort, Boost) to optimize energy consumption and heating speed. Refer to the app or remote display for specific mode selection.
- **Power Levels:** Adjust between 750W (low gear) and 1500W (top gear) for different heating needs.

### 3. Smart Features: Wi-Fi, App, and Voice Control

Connect your heater to your home Wi-Fi network (2.4G only) to unlock smart functionalities via the 'Smart Life' app and voice assistants.

1. **Wi-Fi Connection:** Follow the instructions within the 'Smart Life' app to connect your heater to your home Wi-Fi.
2. **App Control:** Once connected, use the app to adjust temperature, change modes, set schedules, and monitor the heater remotely.
3. **Voice Control:** Integrate with Amazon Alexa or Google Home for hands-free operation. Use commands like "Alexa, turn on the Ballu convection heater in [room name]" or "Hey Google, set the heater to 72 degrees."

### 4. Dual Temperature Sensor System

The Ballu 4.5 Pro features advanced temperature sensors in both the remote control and the heater unit. This system accurately detects room conditions and ensures the ideal temperature is maintained where you are, providing balanced warmth.



# World's first thermostatic sensor remote, Warmth where you needed.



Image: A visual representation of the heater's Dual Sensor System, highlighting how both the main unit and the remote control contribute to accurate temperature detection for optimal heating.

## 5. Timer Function

Set a timer for automatic shut-off or to schedule heating periods. This can be configured via the remote control or the smartphone app for personalized schedules.

## MAINTENANCE

Regular maintenance ensures optimal performance and longevity of your heater.

- **Cleaning:** Always unplug the heater and allow it to cool completely before cleaning. Use a soft, damp

cloth to wipe the exterior surfaces. Do not use abrasive cleaners or allow water to drip into the heater.

- **Storage:** If storing the heater for an extended period, clean it thoroughly and store it in its original packaging in a cool, dry place.
- **Dust-proof storage:** The heater is designed for dust-proof storage when not in use.

## TROUBLESHOOTING

Problem	Possible Cause	Solution
Heater does not turn on.	No power, power cord not plugged in, or safety feature activated.	Ensure the heater is plugged into a working outlet. Check circuit breaker. If tip-over or overheat protection activated, unplug, wait 10 minutes, and restart.
Heater not heating effectively.	Temperature setting too low, room size exceeds coverage, or air intake/exhaust blocked.	Increase desired temperature. Ensure heater is appropriate for room size. Check for obstructions around air vents.
Remote control not working.	Batteries depleted or incorrect orientation.	Replace AAA batteries. Ensure batteries are inserted with correct polarity.
Wi-Fi connection issues.	Incorrect Wi-Fi password, 5G network, or distance from router.	Ensure correct 2.4G Wi-Fi network and password. Move heater closer to router. Restart router and heater.

## SPECIFICATIONS

Feature	Detail
Brand	Ballu
Model Number	NCA1-4.5-PRO FABRIC BLACK
Product Dimensions	4.3"D x 25.2"W x 16.5"H
Item Weight	13.52 pounds
Heat Output	1500 Watts
Voltage	120 Volts
Amperage	12.5 Amps
Min Temperature Setting	50 Degrees Fahrenheit



Feature	Detail
Max Temperature Setting	86 Degrees Fahrenheit
Heating Coverage	250 sq.ft (Primary), Over 500 sq.ft (Secondary)
Burner Type	Hedgehog Heating Element
Special Features	Bladeless, Child Lock, Digital Display, Energy Efficient, Lightweight, Portable, Wheels, Overheat Protection, Tip-Over Protection, Fast Heating, Flame Resistant, LED Display Remote Control, Noiseless, Wi-Fi Enabled
Mounting Type	Wall Mount, Portable Standing
Indoor/Outdoor Usage	Indoor

## WARRANTY AND SUPPORT






### Warranty Information


The Ballu Convection Panel Space Heater comes with a**2-year warranty**, ensuring reliable service under normal use. Please retain your proof of purchase for warranty claims.

### Customer Support

For technical assistance, troubleshooting, or warranty inquiries, please contact Ballu customer support:

- **Website:** Visit the official Ballu website for FAQs and support resources.
- **Email:** Refer to your product packaging or the official website for customer service email contact.

 <p>Product instruction manual NCA1-4.0EF-WHITE NCA1-4.0EF-BLACK NCA1-4.0EF-WHITE/BLACK</p> <p>For the correct usage of the product, read the user manual carefully and keep it handy. <a href="https://ballu.com/it/">https://ballu.com/it/</a></p>	<p><a href="#">Ballu Convection Heater NCA1-4.OEF User Manual</a></p> <p>Comprehensive user manual for the Ballu Convection Heater NCA1-4.OEF, covering installation, operation, safety instructions, troubleshooting, and warranty information.</p>
 <p>Product instruction manual NCA1-4.3-WHITE NCA1-4.3-BLACK</p> <p>Need Help? Contact us to get expert support. <a href="mailto:BalluCustomerService@gmail.com">BalluCustomerService@gmail.com</a> <a href="https://www.Ballu-Service.com">www.Ballu-Service.com</a></p>	<p><a href="#">Ballu NCA1-4.3 Heater: Instruction Manual, Features, and Support</a></p> <p>Comprehensive instruction manual for the Ballu NCA1-4.3-WHITE and NCA1-4.3-BLACK convection heaters. Includes installation guides, safety instructions, operating procedures, app control, troubleshooting, warranty, and support information.</p>
 <p>Product instruction manual NCA1-4.0EF-WHITE NCA1-4.0EF-BLACK NCA1-4.0EF-WHITE/BLACK</p> <p>For the correct usage of the product, read the user manual carefully and keep it handy. <a href="https://ballu.com/it/">https://ballu.com/it/</a></p>	<p><a href="#">Ballu NCA1-4.0EF Series Convection Heater: Product Instruction Manual</a></p> <p>Comprehensive instruction manual for the Ballu NCA1-4.0EF series convection heaters, covering components, installation, operation, troubleshooting, safety, and warranty. Learn how to safely and effectively use your Ballu heater.</p>
 <p>Product instruction manual NCA2-4.3-WHITE NCA2-4.3-BLACK</p> <p>Need Help? Contact us to get expert support. <a href="mailto:BalluCustomerService@gmail.com">BalluCustomerService@gmail.com</a> <a href="https://www.Ballu-Service.com">www.Ballu-Service.com</a></p>	<p><a href="#">Ballu NCA2-4.3-WHITE/BLACK Convection Heater: User Manual &amp; Instructions</a></p> <p>Comprehensive user manual for the Ballu NCA2-4.3-WHITE and NCA2-4.3-BLACK convection heaters. Includes installation guides, operating instructions, safety precautions, troubleshooting, app control, and warranty information.</p>
 <p>Product instruction manual NCA2-3.0EF-PRO WHITE</p> <p>For the correct usage of the product, read the user manual carefully and keep it handy. <a href="https://ballu.com/it/">https://ballu.com/it/</a></p>	<p><a href="#">Ballu NCA2-3.0EF-PRO WHITE: Product Instruction Manual</a></p> <p>This document provides comprehensive instructions for the Ballu NCA2-3.0EF-PRO WHITE panel heater. It covers product components, installation (foot fitting and wall mounting), operation modes (Comfort, Eco, Boost), Wi-Fi control via the Smart Life app, troubleshooting common issues, care and cleaning procedures, important safety warnings, and warranty information.</p>

	<p><a href="#">Ballu NCA1-4.3 Heater: Product Instruction Manual</a></p> <p>Comprehensive instruction manual for the Ballu NCA1-4.3 electric heater, covering components, operation, settings, troubleshooting, and safety instructions. Includes details on comfort, eco, and boost modes, as well as WiFi control.</p>
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Documents - Ballu – NCA1-4.5-PRO



**Product instruction manual**

NCA1-4.5-PRO FABRIC WHITE  
NCA1-4.5-PRO FABRIC BLACK



**Need Help?**  
Contact us to get expert support.

 [BalluCustomerService@gmail.com](mailto:BalluCustomerService@gmail.com)


 [www.Ballu-Service.com](https://www.Ballu-Service.com)

[\[pdf\]](#) User Manual Owner's Manual Installation Guide Instructions Troubleshooting Guide Warranty

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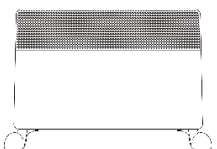
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[\[pdf\]](#) User Manual Installation Guide Instructions Troubleshooting Guide Guide Warranty

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