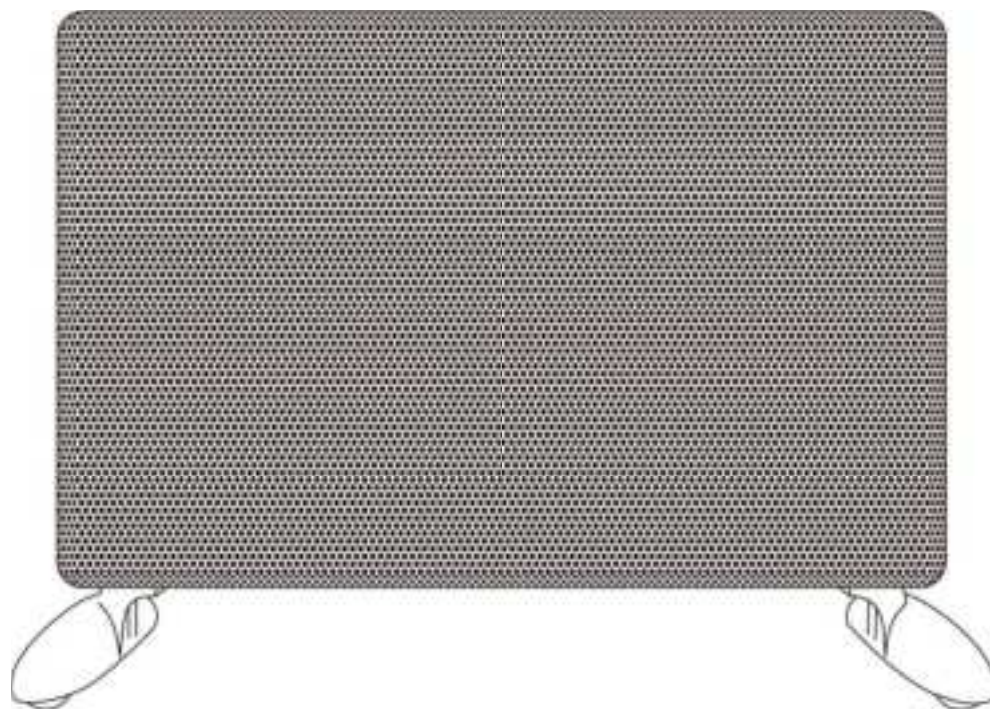




## **Product instruction manual**

**NCA2-4.6-PRO WHITE**

**NCA2-4.6-PRO BLACK**



### **Need Help?**

Contact us to get expert support.



[Support@ballu.com](mailto:Support@ballu.com)



[www.ballu.com/support](http://www.ballu.com/support)

# Thanks for Choosing Ballu!

# Ballu

Innovative Energy of Comfort

We strive to create a comfortable environment for you, and we respect and value each of our customers.

Your trust inspires us. Thank you for letting us be a part of your winter.

## BALLU SPECIAL CARE AND SUPPORT

Contact us to extend to **36 Months Warranty**

### Application Template

- 1.Order number:  
XXX-XXXXX-XXX
- 2.Product Model
- 3.Request: Extend  
Warranty



OR



### Ballu app



App control interface  
"Setting"



Click on  
"Contact Us"

### Email & Website

Contact us at [Support@ballu.com](mailto:Support@ballu.com)  
or  
Visit our website for the latest services:  
[www.ballu.com/support](http://www.ballu.com/support)

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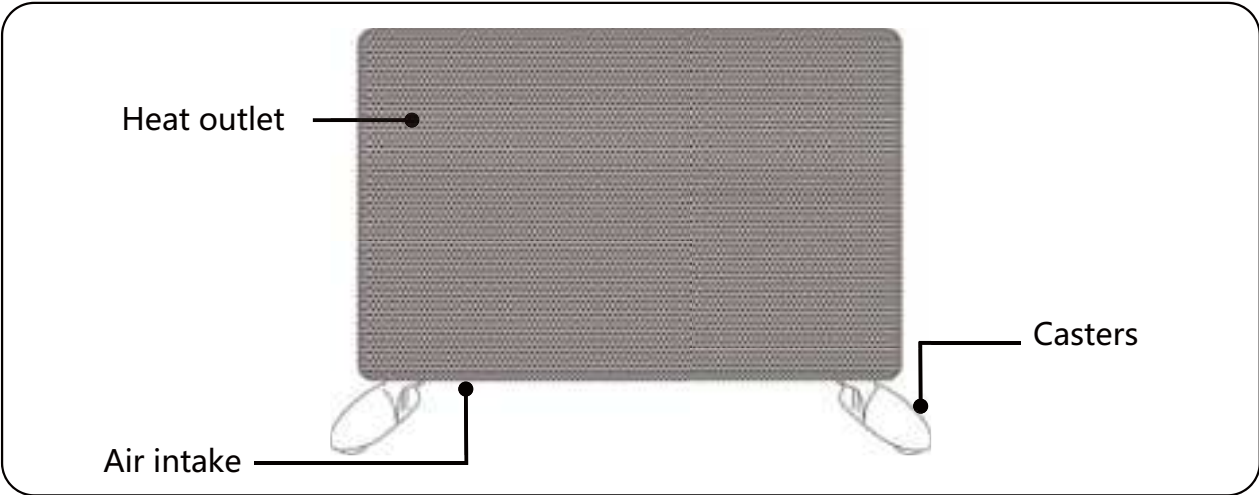
17

# COMPONENTS

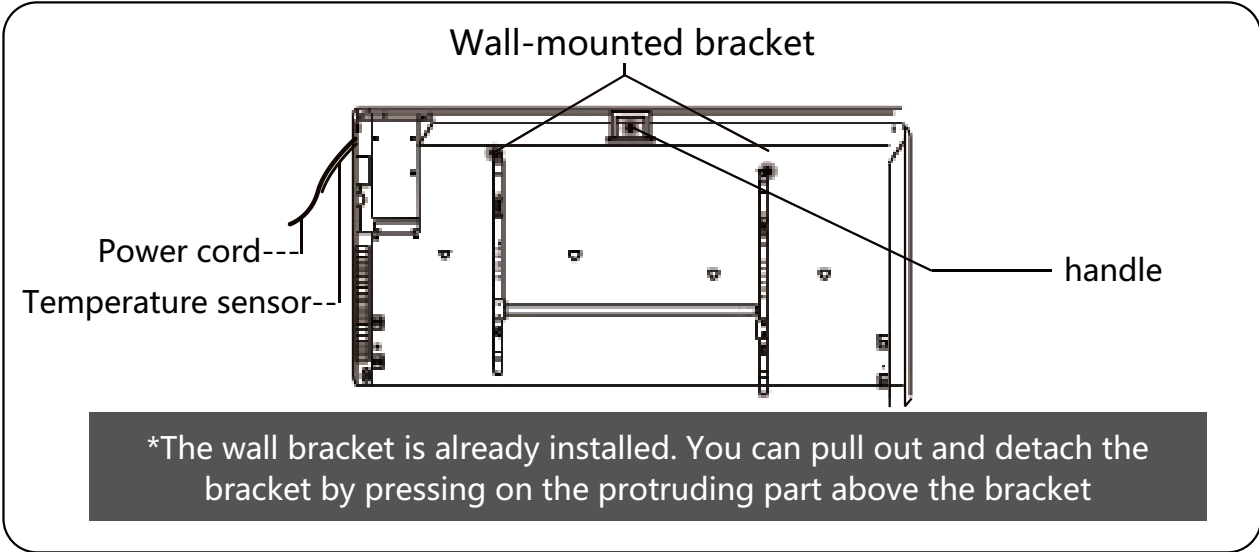
# 01

## Product Components








### Converter heater



### Back



## Accessories

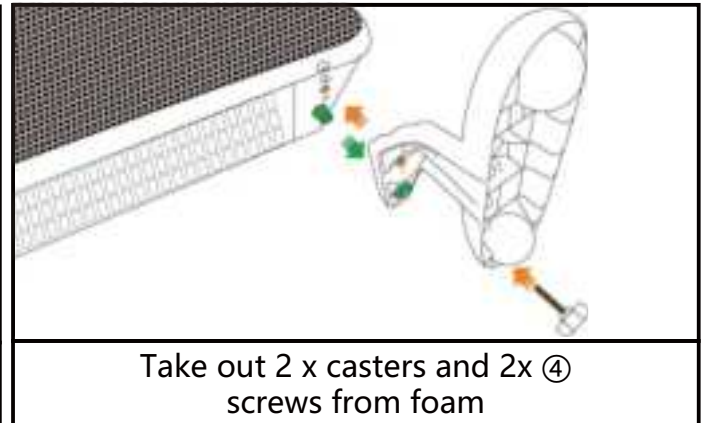
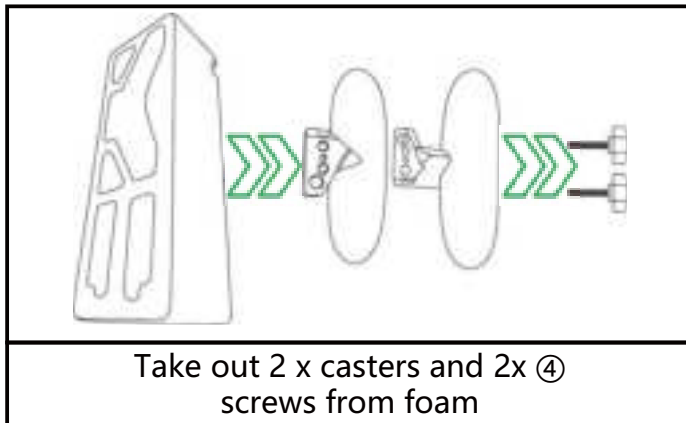
			 X2	 X2	 X2	 X2
Remote (no battery)	Left caster (L)	Right caster (R)	Screw accessories			

# Installation Guide

# 02

Before using this heater, it must either be wall mounted or have the casters fitted. Please check installation detail as below.

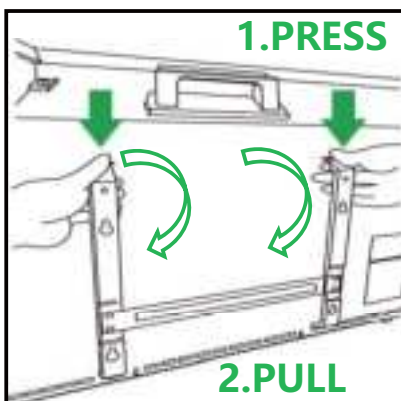
## 1. CASTER INSTRUCTIONS



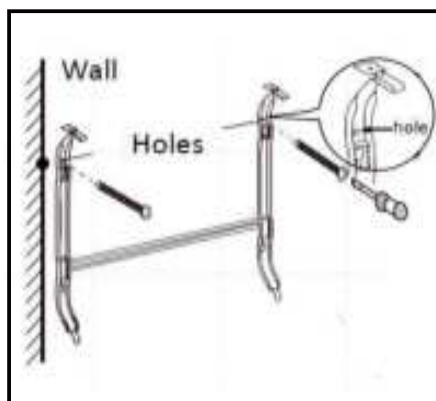
### NOTE:

1. The device has provided special screw knobs for mounting the casters, which can be installed manually without using a screwdriver.
2. The wall bracket edges may be sharp. Please be careful when installing.

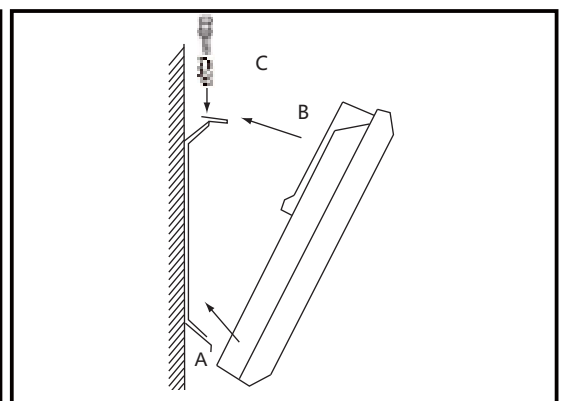
## 2. WALL MOUNTED



Remove bracket from back of heater



Secure the mounting bracket to the wall with the mounting screws①



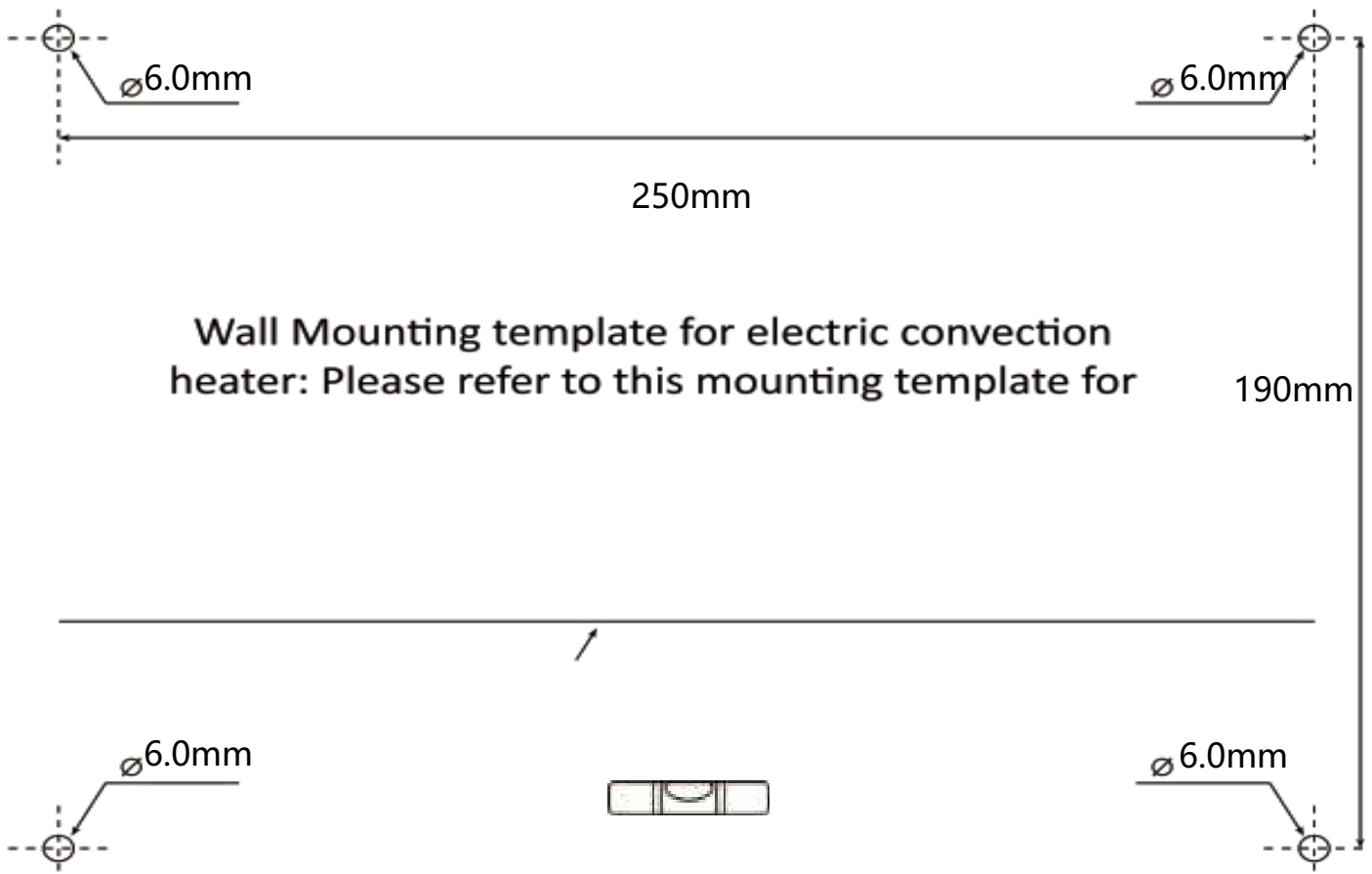
1. Insert A at the bottom of heater
2. Insert B at the upper of heater
3. Use short screws③ to secure the bracket at hole C, completing the bracket locking.

### NOTE:

1. Do not mount in front of or below the wall socket. Ensure there is at least 150mm clearance on all sides of the appliance.
2. should be installed with at least 150mm clearance from the floor and any other surrounding parts including other appliances and side walls. At least 300mm clearance from ceilings, shelves and soft furnishings.
3. Do not run the power cord behind the heater.

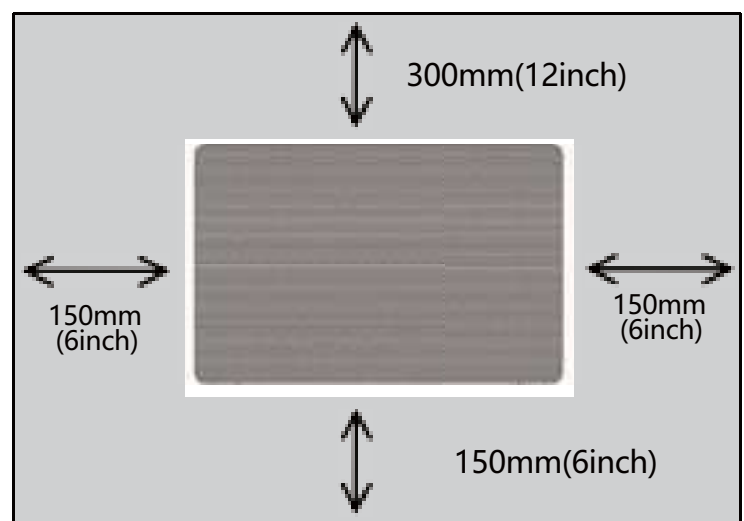
# Installation Guide

# 02



1. WALL MOUNTED HEATERS ARE ONLY TO BE MOUNTED ON HEAT RESISTANT WALLS THAT COMPLY WITH CURRENT SPECIFICATIONS & BUILDING REGULATIONS

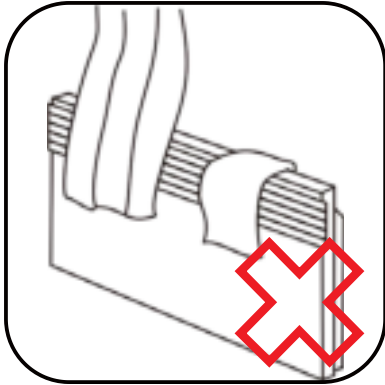
2. KEEP DISTANCE WITH ANY SURROUNDING PARTS





# SAFETY INSTRUCTIONS

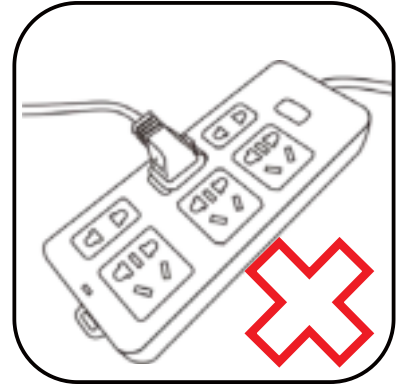
# 03



Do not place or cover items or clothing on top of the product!



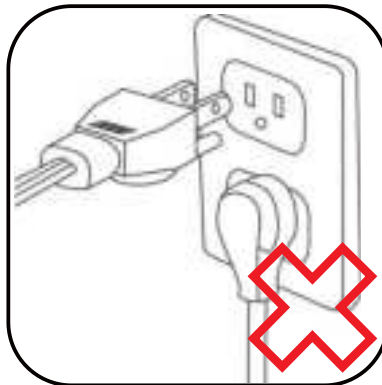
Do not use in wet environments, and not touch the product case, power cord, plug, etc. with wet hands!



Do not use power strips or extension cords to avoid plug damage caused by excessive power.



Do not let children with delicate skin touch or trip over the product!



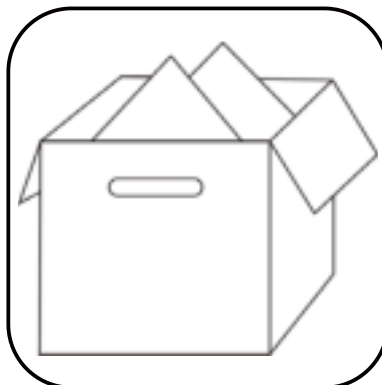
Overload electrical circuits: Avoid plugging in multiple high-powered devices on the same circuit.



Please keep a distance of more than 1 meter from flammable objects such as curtains, quilts, newspapers, and fibers.



Please place the power cord naturally vertically. Straightening or bending will result in inaccurate temperature detection..



Proper storage and protection through dust covers. Do not allow foreign objects to enter the product

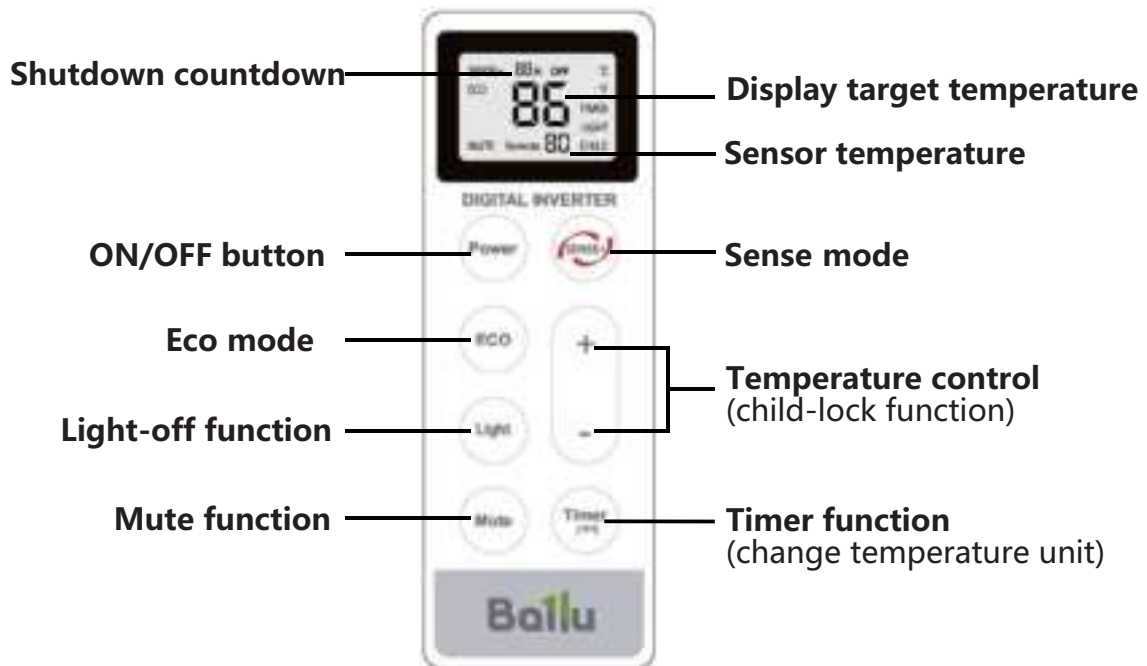
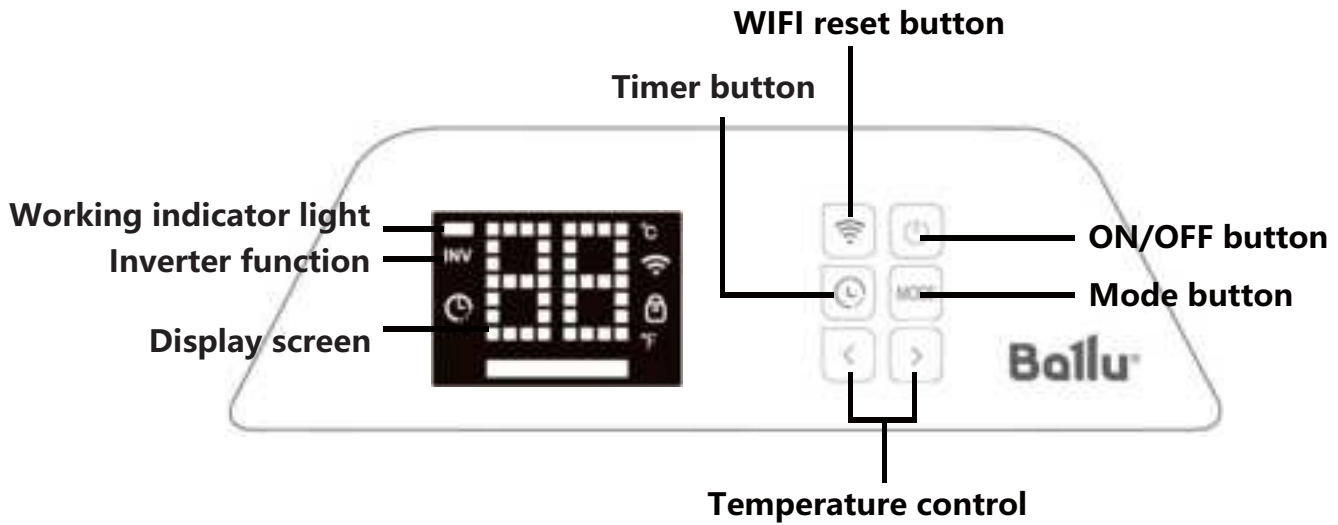


Read all cautionary markings on the appliance and safety instructions before use.









# OPERATING YOUR HEATER

# 04

## Control Panel

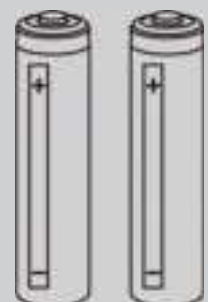


### Screen indication

-  Red indicator light-Sense mode(40-86°F/5-30°C)
-  Green indicator light-ECO mode(40-86°F/5-30°C)
-  Working Indicator Light
-  Control lock indication
-  Indication of"Timer off" function (to turn off)
-  Display target temperature
-  Wifi connect indication
-  Inverter function indication

### Battery required

For logistics safety, our remote control is not equipped with batteries. Battery model AAA is needed.





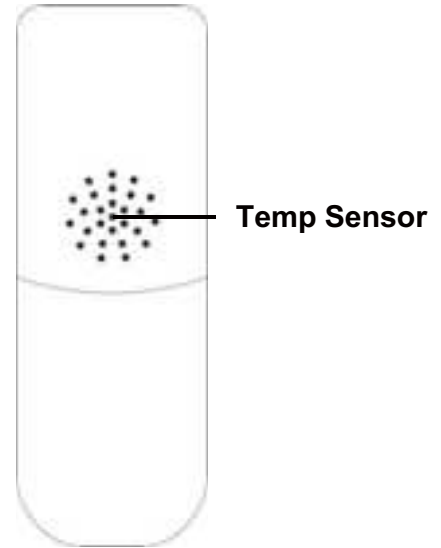
# OPERATING YOUR HEATER

# 04

## REMOTE CONTROL

### Innovative Temp sensor remote control

- The remote control features a built-in independent temperature sensor, detecting the temperature around it and transmitting signals to the heater in real-time.
- It is no longer limited to the heater's own sensor or the temperature around the device.



### How to use

- 1、 "Remote 80" below the remote screen indicates the temperature sensed by the remote. It updates every minute and syncs in real-time with the heating device, which uses this temperature to determine when to start or stop heating.
- 2、 The remote's temp sensor is in the hole at the back. Do not block the hole.
- 3、 Place the remote where you want to achieve the target temperature.
- 4、 Stand the remote upright for more accurate temp sensing.
- 5、 If the remote loses power or the heating device cannot receive the remote's temp signal for over 3 minutes, the device will switch to sensing the ambient temp via the built-in wire sensor.



### Note

- Changes made on the app or the device won't sync with the remote screen.
- Each time you press the remote, the product will follow the settings displayed on the remote screen.
- If the remote, app, and device are all used to make adjustments, the last method used will take precedence.

# OPERATING YOUR HEATER

# 04

## Main function



### Mode button

Switch between  
2 heating modes



#### Sense mode (40-86°F/5-30°C)

- The default value is 86°F/30°C in the first using.
- Sense the changes in ambient temperature and heat up rapidly, which is suitable for most situations.



#### ECO mode (40-86°F/5-30°C)

- The default value is 77°F/25 °C for the first use.
- More sensitive optimization of heating power, suitable for power - saving scenarios.

## Digital Inverter Technology



- Based on multi - sensor temperature sensing and change detection, intelligent digital inverter algorithm.
- Stepless and smooth power adjustment, automatically optimized to the best power.

## Child lock function



Long press on the control panel for 3s or long press +- on remote for 3s. Also can set the function under power-off states.

## Timer function



Click on control panel or Timer button on remote control, adjust shutdown hour with+ and -,Press the timer button to confirm.

## Light-off function



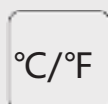
Click Light button on remote control. Display will light up for any operation on control panel and will light off 15s later automatically.

## Mute function



Long press + on the control panel for 3s or Mute button on control remote.

## Temperature unit setting



Long press Timer button on remote control for 3s.

# OPERATING YOUR HEATER

# 04



## WIFI CONTROL

### Download the BALLU app

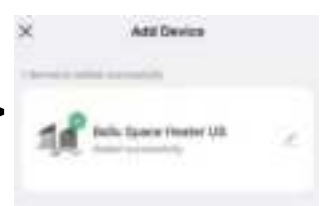


Download the Ballu app from the App Store or Google Play. Open the app and create a new account with email.

### Gentle reminder:

1. Once connect successfully, the  will be light up.
  2. When you fail to connect, the  will flashing or disappear . Please check your phone is that already connected to 2.4 GHz WiFi.
- If yes, please close and reset program and proceed to the first step to reconnect.

## How to connect BALLU



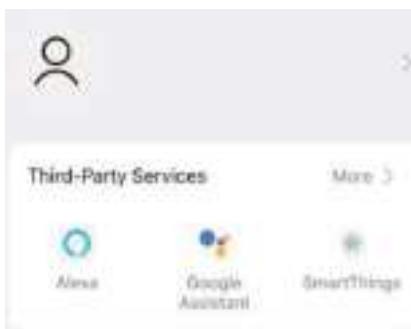
Connect your phone  
To 2.4 GHz Wi-Fi

Tap the "+"  
button on the right  
upper corner and  
then tap "Add  
Device"

Wait for the device  
to be searched,  
then tap the "Add"  
button

Confirm wifi  
information,  
successfully connected

## How to connect Alexa



Find "Third-Party Services" in the "Me" section of the BALLU and click on the Alexa icon to be redirected to the Alexa app for linking.



## Reset WiFi setting

Power on and long press WiFi button on control panel for 3s, WiFi icon will start flashing on display and waiting to get connection with new device. WiFi icon will light up once connect successfully.



Amazon, Alexa and all related logos are trademarks of Amazon.com, Inc. or its affiliates.

# APP FUNCTION

05

Current mode&Power level

Appointment shutdown time

Setting Temperature

Child Lock Indicator

Sensor Temperature  
Work status

Light Off Indicator

Mute Indicator

ECO mode

Adjust target temperature

Mute function

Sense mode

On/Off

Child-lock function

More setting  
(Please check below)

Timer function

Light off function



## Power on/off

Tap the on/off button to switch the heater on or off.



## Heating mode setting

Tap the + or - button or move the dot to adjust heating temperature.



## Heating mode setting

Tap the Mode button to switch between 2 heating modes.



## Appointment shutdown setting

Tap the Timer off button to select 0-24h later to turn off setting.





Sensor Temperature  
(Remote sensor)

Current power level

Change unit

Schedule setting  
(Please check detail as follow information)

Contact us for the latest services  
and support

## If Loss of remote sensor signal

- If the device loses the temperature signal from the remote sensor, it will automatically switch to using the heater 's sensor for ambient temp.
- You can adjust the heater sensor algorithm of the heater based on the size of the room or your location to make it closer to the actual temperature.
- Please check if the remote is malfunctioning or out of power.



## Adjusting your Room size

Small	Medium	Large	Extra Large
Algorithm reduces by 0°F (0°C)	Algorithm reduces by 4°F (2°C)	Algorithm reduces by 8°F (4°C)	Algorithm reduces by 12°F (6°C)

## Schedule function

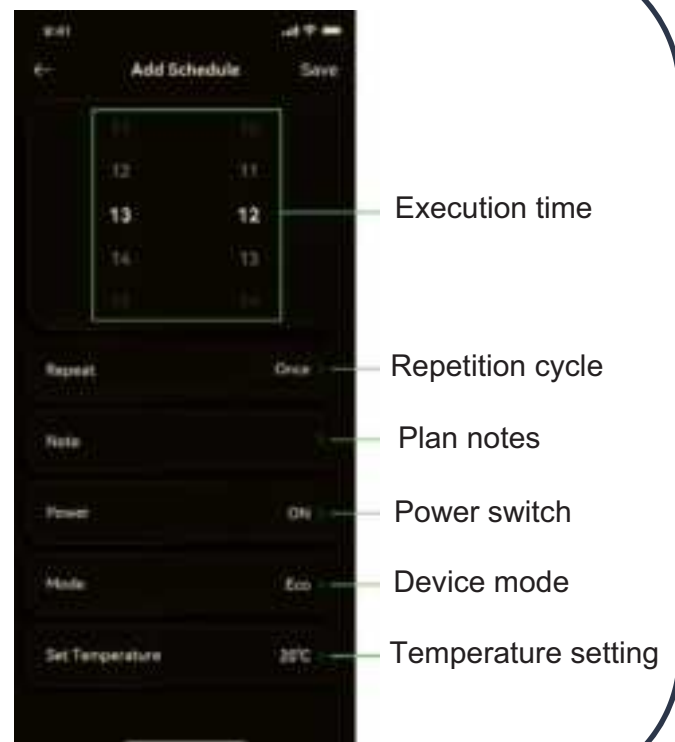
### 1、Enter the schedule page

- Click Schedule on the Setting page to enter the page.
- Click the Add button to start creating the first schedule plan.



### 2、Set up the schedule plan

- Select execution time, plan notes, repeat frequency, power status, mode, and temperature.
- After executing a schedule plan, the device can also change its status again through the latest schedule plan, remote control, app, or panel operations. The final status shall be subject to the latest operation.
- You can create multiple plans with different times and coordinate them to achieve various changes.



### 3、Manage your schedule plans

- All plans will be saved in the schedule page. You can click a plan again to edit it.
- You can enable/disable different plans as needed, or swipe left to delete a plan.





## Why does the heater not heat?

A: Please check below 4 possible situations and solution:

- 1) Overheating protection—Please check the reset button on the back of the device
- 2) Tip-over protection—Please ensure that the product is upright
- 3) Ensure that your circuit breaker or fuse is working properly
- 4) The temperature value set by the heater is lower than temperature of sensor, please adjust to higher.

## What does it show E1/E2/E3/E4 on display?

A: The error code is concerned to different troubles, please contact us at [support@ballu.com](mailto:support@ballu.com).

## Why does the room warm up slowly?

A: It is recommended to close doors and windows to prevent heat loss during using and work at Sense mode (86°F) and wait for the room to warm up before setting to your desired temperature. This helps to warm up the room faster and reduces energy consumption as the room enters a state of insulation.

## How is it different from an oil heater?

A: Oil heaters transfer heat through oil, resulting in excessive heat loss, low efficiency, and slow heating, which leads to lower room temperatures. In contrast, ballu convection electric heaters use special alloy to directly heat the air without an intermediary medium, achieving high efficiency, rapid temperature increase, and uniform indoor temperatures through natural convection.

## Why does the heater shutdown suddenly?

A: Please check below 3 possible situations and solution:

- 1) Overheating protection—Please check the reset button on the back of the device
- 2) Tip-over protection—Please ensure that the product is upright
- 3) Power cord is not properly plugged in - Connect the plug to a powered electrical outlet.

## Why does it smell when I use it?

A: It is normal and harmless to have a certain odor in the first using. We recommend turning on the product in Sense mode(86°F) for 2 hours in a ventilated environment.

## Why do you sometimes hear switch sounds?

A: The heater automatically switches off the heating when the set temperature on the heater is reached in the room,, it is possible to hear the switch switching sound at that moment.

## How to save on electricity bills?

A: Power usage is determined by room size, insulation, and desired temperature. Ideal for 160-220 sq ft spaces, with potential for up to 300 sq ft but longer heating times. Close doors and windows to minimize heat loss. Start at the highest setting for quick heating, then adjust to a lower temperature once the room is insulated, stabilizing temperature and reducing power consumption. Utilize different temperature modes for various times and conditions to save on electricity.

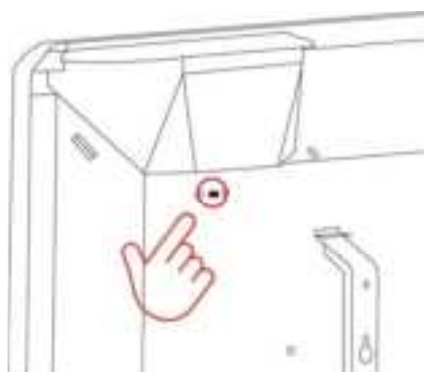
**Need Help?**



[Support@ballu.com](mailto:Support@ballu.com)



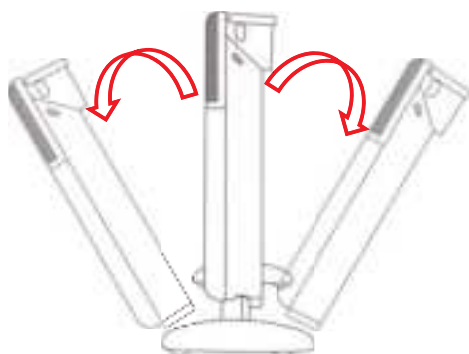
[www.ballu.com/support](http://www.ballu.com/support)



## Overheat safety reset button

When the heater can not be turned on:

1. Unplug the cord and stay 15mins to cool down
2. Press this button
3. After that, retry to turn on the heater



## Tip-over protection

When the heater is moved or knocked over, it will power off. Please place the heater on a flat level, sturdy surface and keep it upright, try using it again.





## Reset wifi and programs

1. Turn off the unit via the panel power button.
2. Long press the power button for 5s until “beep” sound.
3. Heater’s screen starts flashing, 15s later to complete the reset.



## Reset remote control

1. Turn off the unit via the panel power button.
2. Long press the WiFi button of heater for 5s until the screen displays “□□”.
3. Long press “”+“” remote button for 2s.
4. “□□” disappear, remote reconnect complete.



# IMPORTANT SAFETY INSTRUCTIONS

08

## WARMING

1. DON'T cover this heater. Covering this appliance is a overheating or fire hazard.
2. Extreme caution is necessary when any heater is used by or near children or those in need of assistance, especially whenever the heater is left operating and unattended.
3. To reduce the risk of fire keep textiles, curtains, or any flammable material a minimum distance of 1 meter from the air outlet.
4. It is recommended that this appliance is plugged directly into the wall socket. Power boards are not rated to supply power to high wattage appliances.
5. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Always use the handle when moving this heater.
6. Always unplug heater when not in use.
7. Use only the voltage specified on the rating label of the appliance.
8. Indoor using only.
9. Use this appliance only as described in this manual.
10. Ensure hands are dry before handling the plug or main unit.
11. Ensure appliance is on a flat, stable, heat- resistant surface.
12. Carry out regular checks of the supply cord to ensure no damage is evident.
13. Always ensure that all cord has been removed from heater and is unrolled before use. In avoid the insulation to weaken and split.
14. Do not remove plug from power socket until the appliance has been switched off.
15. Keep this appliance and cable away from heated surfaces. Do not position the cable under furniture or appliances.
16. Arrange the cord so it cannot be tripped over.
17. Do not place appliance close to radiant heat source.
18. Do not insert or allow foreign objects to enter any ventilation or exhaust opening, as this may cause an electric shock, fire or damage to the appliance.
19. A heater has hot and arcing or sparking parts inside. It must NOT be used in potentially dangerous locations such as flammable, explosive, chemical-laden or wet atmospheres. This heater is intended for general use ONLY.
20. Do not use this appliance in the immediate surrounds of a bath, a shower or swimming pool or other liquids.
21. If your appliance does not work, or is not working properly, contact the Ballu Customer Services Team.

# IMPORTANT SAFETY INSTRUCTIONS

# 08

**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:**

1. Read all instructions before installing or using this heater.
2. This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, etc. and curtains at least 3 feet ( 0.9 m) from the front of the heater and keep them away from the sides and rear (sides and rear restrictions apply to location dedicated heaters only).
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the heater is left operating and unattended.
4. Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by a reputable electrician before reusing.
5. Do not use outdoors. (Omitted if the heater is intended for outdoor use.)
6. To disconnect heater, turn controls to off, and turn off power to heater circuit at main disconnect panel (or operate internal disconnect switch if provided).
7. 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.
8. To prevent a possible fire, do not block air intakes or exhaust in any manner.
9. 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.
10. 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.
11. This heater may include an audible or visual alarm to warn that parts of the heater are getting excessively hot. If the alarm sounds (or illuminates), immediately turn the heater off and inspect for any objects on or adjacent to the heater that may have blocked the airflow or otherwise caused high temperatures to have occurred. **DO NOT OPERATE THE HEATER WITH THE ALARM SOUNDING (OR ILLUMINATING).**

# FCC REQUIREMENT

09

## FCC

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF exposure guidelines, the distance must be at least 20cm between the radiator and your body, and fully supported by the operating and installation configurations of the transmitter and its antenna(s).

## IC

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device.

Cet appareil contient un ou des émetteurs/récepteurs exempts de licence qui sont conformes au(x) RSS exempts de licence d'Innovation, Science et Développement économique Canada. Le fonctionnement est soumis aux deux conditions suivantes :

1. Cet appareil ne doit pas causer d'interférences.
2. Cet appareil doit accepter toute interférence, y compris les interférences qui peuvent causer un fonctionnement non désiré de l'appareil.

The device has been evaluated to meet general RF exposure requirement. To maintain compliance with RSS-102 - Radio Frequency (RF) Exposure guidelines, this equipment should be installed and operated with a minimum distance of 20cm between the radiator and your body.

le dispositif de a été évalué à répondre général rf exposition exigence.pour maintenir la conformité avec les directives d'exposition du RSS-102-Radio Fréquence (RF). ce matériel doit être installé et exploité à une distance minimale de 20 cm entre le radiateur et votre corps.

## 24-month warranty

This product is covered with ball u product and labor warranty for 24 months from the date of its original purchase. please feel free to contact us for any problems about the maintenance and use of products.

The warranty will not apply in cases of:

- Accident, misuse, or repairs performed by unauthorized personnel
- Any unit that has been tampered with or used for commercial purposes.
- Use of force, damage caused by external influences.
- Damage caused by non-compliance with user guidelines, e.g., connection to an unsuitable power source or non-compliance with instructions. partial or complete disassembly of the appliance.

## Customer Support

If you have any questions or concerns about your new product, feel free to reach out to our friendly Customer Support Team.



### Email:

Support@ballu.com



### Website:

www.ballu.com/support



### Ballu app:

Navigate to the Contact Us section in your app's settings for quick support.



### Through your Amazon account:

1. Click on your order details
2. Click 'Get help with order' or 'Ask a question'
3. Select your issue to send us





## **Need Help?**

Contact us to get expert support.



[Support@ballu.com](mailto:Support@ballu.com)



[www.ballu.com/support](http://www.ballu.com/support)

**Manufacturer: Guangdong BIG Climatic Manufacture Co., LTD**



Support:  
Quick Contact Us