

### **User Manual of Product 1:**

Dreo Tower Fan 42 Inch Pilot Max, 2023 Upgraded Smart Fans for home Works with Alexa/Google/App, 120° Oscillating Fans for Indoors, 25dB Quiet DC Standing Floor Fan for Bedroom, 12 Speeds, 12H Timer

### **User Manual of Product 2:**

Dreo Space Heaters for Indoor Use, Portable Electric Heater for Bedroom Large Room Office Garage, 1500W Fast PTC Ceramic Heating with Remote, Thermostat, Oscillating, Timer, Multiple Safety Protection

**DREO**

# Smart Tower Fan

## USER MANUAL

[www.dreo.com](http://www.dreo.com)

DR-HTF004S

### Looking for help?

Contact us to get expert support.



[support@dreo.com](mailto:support@dreo.com)

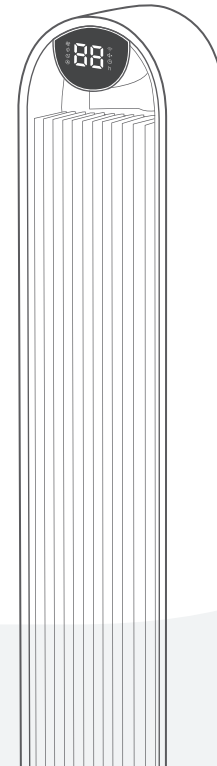


[\(888\) 290-1688](tel:(888)290-1688)



[www.dreo.com](http://www.dreo.com)

Mon - Fri, 9:00 am-5:00 pm PST/PDT



//

# Thanks for Choosing DREO!

Your support means the world to us. We hope you enjoy our product as much as we did creating it.



## CONTENTS

**1**

### IMPORTANT SAFETY INSTRUCTIONS

1-2

**3**

### CONNECTING TO YOUR TOWER FAN

6

**5**

### USING YOUR TOWER FAN

9-11

**7**

### TROUBLESHOOTING

14

**2**

### ASSEMBLING YOUR TOWER FAN

3-5

**4**

### KNOWING YOUR TOWER TOWER FAN

7-8

**6**

### CLEANING AND MAINTENANCE

12-13

**8**

### DREO CUSTOMER CARE

15

# IMPORTANT SAFETY INSTRUCTIONS



READ ALL CAUTIONARY MARKINGS ON THE APPLIANCE AND SAFETY INSTRUCTIONS IN THE USER MANUAL BEFORE USE.



**Do not** cover the air inlet and outlet while in operation.



**Do not** use the fan near flammables and combustibles.

## General Safety

1. Children shall not play with the appliance. Cleaning and maintenance shall not be performed by children without supervision.
2. Use the appliance as described in the user manual only. Any other use not recommended in the user manual may cause fire, electrical shock, or personal injury.
3. This appliance can be used by children aged above 8 years and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of this appliance in a safe way and understand the hazards involved.

## Operation Safety

1. Place the appliance on a flat, dry surface before use.
2. **Do not** immerse in water and any other liquids.
3. **Do not** use the appliance until the base is installed.
4. **Do not** insert your fingers, pencil and any other objects into the grilles while in operation.
5. **Do not** dismantle, repair, or modify. All servicing should be performed by qualified personnel.

## Electricity Safety

1. Make sure that the voltage of your electricity supply is the same as that indicated on the appliance.
2. Always unplug before cleaning or leaving the appliance unused for a long period of time. Keep your hands dry when plugging/unplugging.
3. Do not operate any fan with a damaged cord or plug. Discard fan or return to an authorized service facility for examination and/or repair.
4. Do not run cord under carpeting. Do not cover cord with throw rugs, runners, or similar coverings. Do not route cord under furniture or appliances. Arrange cord away from traffic area and where it will not be tripped over.
5. **WARNING:** To reduce the risk of fire or electric shock, do not use this tower fan with any solid-state speed control device.
6. 24V/1.5A power adapter only. Turn off the appliance before plugging.
7. **WARNING:** To reduce the risk of fire, electric shock or injury to persons, do not use replacement parts that have not been recommended by the manufacturer (e.g. parts made at home using a 3D printer).

## FOR HOUSEHOLD USE ONLY READ AND SAVE THESE INSTRUCTIONS

### Gentle Reminder:



Check the appliance regularly and refer to TROUBLESHOOTING or contact our customer support if it shows any of the following signs:

- Power cord or plug is damaged.
- Loud noise, unusual smell or excessive heat.

### Specifications

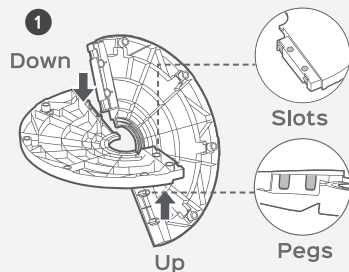
Model	DR-HTF004S
Power Supply	24V $\equiv$ 1.5A
Rated Power	36W
Power Adapter	<b>Input:</b> 100-240V ~50/60Hz <b>Output:</b> 24V $\equiv$ 1.5A
Battery Type	CR2025 3V

# ASSEMBLING YOUR TOWER FAN

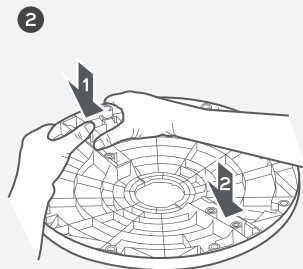
## 2

### Assembly Instructions

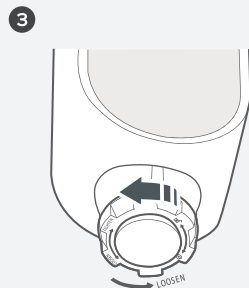
When using the appliance for the first time, remove the wraps and attach the parts by following the steps below.



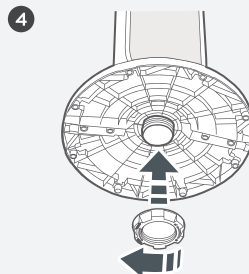
Keep two base halves upside down and hold them in a crossed position, then insert the pegs on one half onto the slots on the other half.



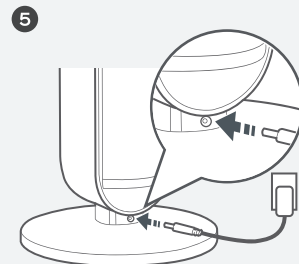
Press down on the joint areas as shown to click two base halves together.



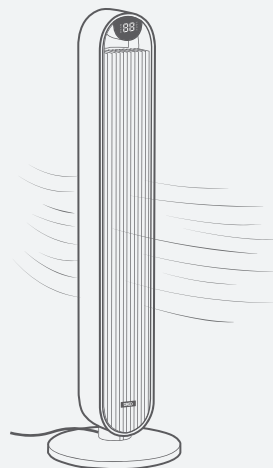
Remove the screw nut on the bottom of the fan by rotating it counterclockwise.



Fit the base onto the fan and secure by screwing the nut back on.



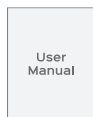
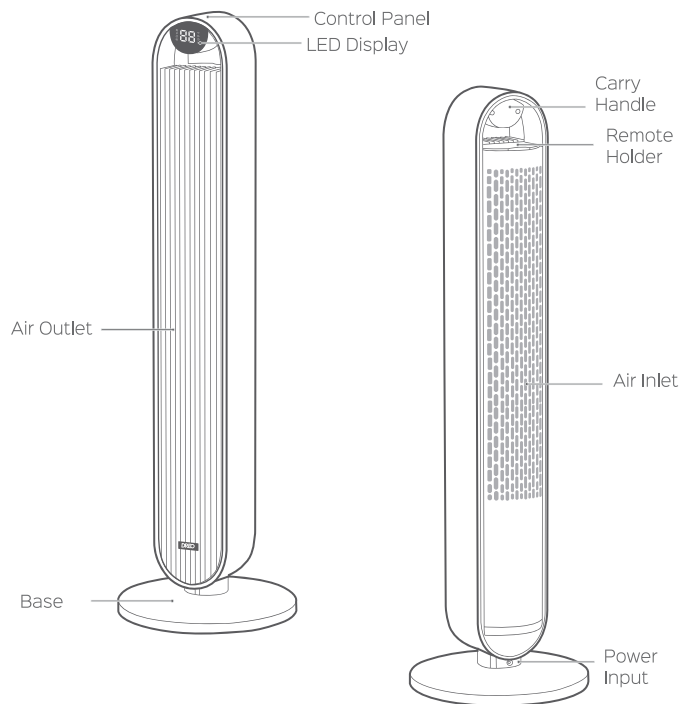
Put the fan upright, then plug the power adapter into the power input (located at the back of the fan), and into the power outlet.



### CAUTION

Do not operate the tower fan if the base has not been installed.

## Package Contents



Remote Control  
(Battery Included)



Power Adapter

## CONNECTING TO YOUR TOWER FAN

# 3



Before connecting the appliance to your mobile device, please scan the QR code on the left or go to the app store and search "**Dreo**", then select and download the app.



You can use the Dreo app to connect your smart tower fan to **Amazon Alexa** or **Google Assistant**. Please follow the in-app instructions to set up your voice assistant.

*NOTE: You must create a Dreo account to access voice assistants.*

- 1 Launch Dreo and sign in or create account by following in-app instructions.
- 2 Enable Bluetooth on your mobile device and plug in your tower fan.
- 3 Tap + **Add Device** and select the tower fan you want to link.
- 4 Hold the Oscillation button (🌀) for 5 seconds to start WiFi connection settings.  
(Tip: The WiFi icon 📶 will keep flashing when pairing.)
- 5 Follow in-app instructions to complete WiFi connection.
- 6 You're now ready to control the appliance on your app.  
(Tip: To restart connection settings, hold the Oscillation button (🌀) again for 5 seconds.)

# KNOWING YOUR TOWER FAN

# 4

## Control Panel



### Power Button

Turn power on/off



### Mode Button

- Switch between Normal/Natural/Sleep/Auto Mode
- Long press to mute/unmute



### Oscillation Button

- Select to start/pause oscillating
- Long press 5 seconds to start network settings and device pairing



### Decrease Button

Decrease fan speed (1-12 levels)



### Increase Button

Increase fan speed (1-12 levels)



### Timer Button

Select to set a timer (0-12h)

#### NOTE:

Long press  and  at the same time for 5s to reset to factory settings.

## LED Display



Normal Mode



Natural Mode



Sleep Mode



Auto Mode



WiFi  
Connection



Mute



Timer

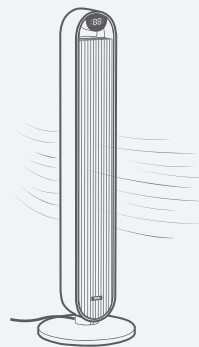


Fan Speed /  
Timer Hour



#### NOTE:

*This tower fan features auto-brightness. The display adapts automatically based on the ambient lighting conditions.*



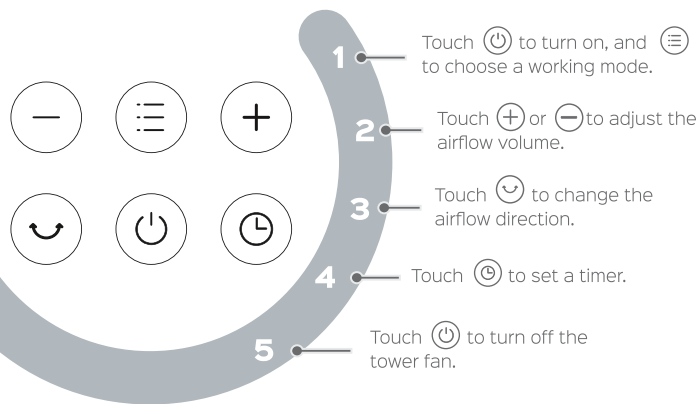
## Getting the Most out of Your Tower Fan

1. It's not an air conditioner.
2. Remove any tall obstacles that might block the airflow from the fan.
3. Combine with your AC unit to get cooler air throughout the room.
4. Position the tower fan closer to you to get more direct airflow.
5. Place a bucket of ice in front of the fan for an extra cooling boost.

# USING YOUR TOWER FAN

## General Operations

5



## Working Modes



Fan speed decreases every 30 minutes.

Speed decreases by three or two levels at most and will remain constant if at level 3, 2 or 1:  
 For level 12: 12 → 11 → 10 → 9  
 For level 11: 11 → 10 → 9 → 8  
 For level 10: 10 → 9 → 8 → 7  
 For level 9: 9 → 8 → 7 → 6  
 For level 8: 8 → 7 → 6  
 For level 7: 7 → 6 → 5  
 For level 6: 6 → 5 → 4  
 For level 5: 5 → 4 → 3  
 For level 4: 4 → 3  
 For level 3: 3  
 For level 2: 2  
 For level 1: 1



### Auto Mode

Fan speed adapts to the ambient temperature.



### Normal Mode

Fan runs at the constant speed.



### Natural Mode

Fan runs at alternating speeds.

## Additional Features



- The oscillation angle can be set to 30/60/90/120 degrees.
- To use this feature, please go to the Dreo app.



When the fan is ON/OFF, touch the timer button repeatedly to set a timer from 1 to 12 hours. When the timer ends, the fan will stop/start running automatically. To cancel, set the time to 0 hour.

**Note:** When the auto off timer is enabled, display will return to fan speed after 3 seconds.



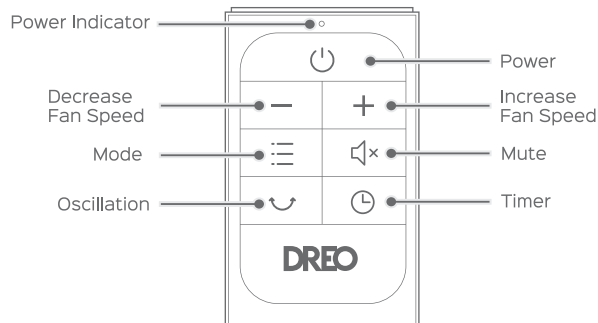
**Method 1:** Short press the mute button on the remote control to turn on/off button sounds.

**Method 2:** Long press the mode button on the control panel to turn on/off button sounds.



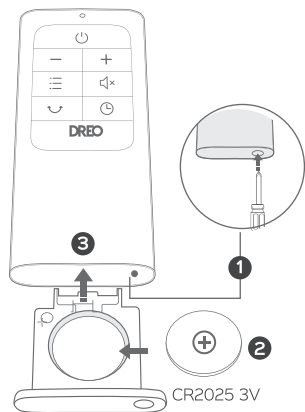
If the fan is turned OFF or disconnected from power, it will operate under the previous settings (except the timer setting) when it is turned ON again.

## Remote Control





## Battery Replacement



- 1 Press the locking button to pop out the battery holder.
- 2 Replace with the same battery type with the (+) side facing up.
- 3 Push in the holder until securely locked into place.

***Note:** If the indicator on the remote control doesn't turn on any more, please consider replacing the battery.*



### WARNING

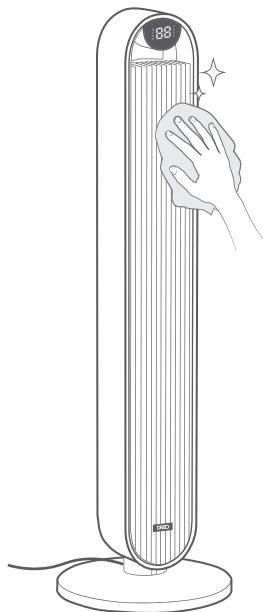
**Chemical Burn Hazard. Keep batteries away from children.**

This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the battery, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

The batteries must be disposed of properly, including keeping them away from children. Even used cells may cause injury.

## CLEANING AND MAINTENANCE

# 6



### Outer Surface

Gently wipe off the dust with a soft, dry cloth.

### Base

The base can be disassembled in the reverse order of assembly.



### CAUTION

1. Always unplug the fan before any cleaning or maintenance to avoid the risk of fire, electric shock, or injury to persons.
2. Do not immerse in water or get water inside the motor housing.
3. Do not use any chemical agents when cleaning the fan.
4. Store in a cool, dry place and cover it to protect from dust.

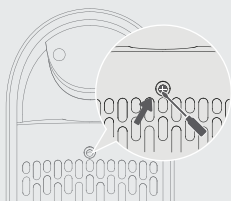
## Rear Grille



### WARNING

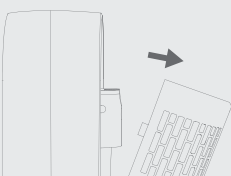
Turn off the appliance and unplug before any cleaning and maintenance.

1



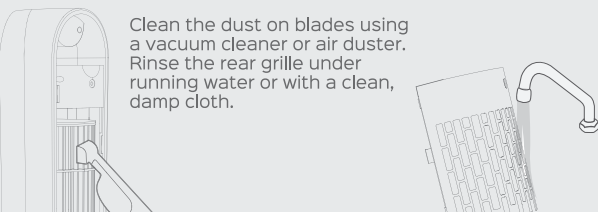
Remove the screw on the top of the rear grille with a Philips screwdriver.

2



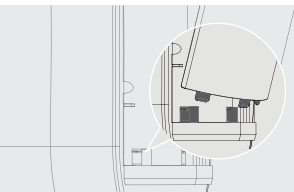
Lift up the grille and pull it out.

3



Clean the dust on blades using a vacuum cleaner or air duster. Rinse the rear grille under running water or with a clean, damp cloth.

4



Dry up, then install the grille and the screw back in place, making sure the bottom pegs are fully inserted into the slots.

## TROUBLESHOOTING



### My fan won't turn on!

1. Make sure that the cord is connected to a powered outlet and the mains voltage corresponds with the voltage indicated on the fan.
2. Check if the power adapter is securely inserted into the power outlet and the tower fan.
3. Protection may have been activated. Please unplug the tower fan and let it rest for 10 seconds before re-plugging in.

### My fan is shaky and wobbling!

1. Place the fan on a flat, level surface.
2. Incorrect installation might also cause shakiness. Please refer to the assembly instructions in **page 3-4**.

### My fan is making vibration and noise!

1. Place the fan on a flat, level surface.
2. Be sure not to insert anything into the air inlet and outlet.

If your problem is not listed or still persists, please contact our Customer Support (**see page 15**).

# DREO CUSTOMER CARE



## Default 12-Month Warranty

This appliance is covered by Dreowarranty for 12 months from the date of its original purchase.

## Extend Your Warranty

Extend your warranty by registering your new appliance on our website

<https://dreowarranty.com>

### The warranty will not apply in cases of:

1. Accident, misuse, or repairs performed by unauthorized personnel.
2. Any unit that has been tampered with or used for commercial purposes.
3. Normal wear and tear of wearable parts.
4. Use of force, damage caused by external influences.
5. Damage caused by non-observance of the User Manual, e.g. connection to an unsuitable mains supply or noncompliance with the instructions.
6. Partially or completely dismantled appliances.
7. Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts that have been performed by a repair person not authorized by Dreowarranty.

We can only provide after-sales service for products that are sold by Dreowarranty or Dreowarranty authorized retailers and distributors. If you have purchased the appliance from a different place, please contact your seller for return and warranty issues.



(888) 290-1688



support@dreowarranty.com



www.dreowarranty.com

Mon - Fri, 9:00 am-5:00 pm PST/PDT

# FCC STATEMENT



This device complies with Part 15 of the FCC Rules.

This equipment has been tested and found to comply with the limits for a Consumer ISM equipment, 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. Please note that changes or modifications of this product is not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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.

Rev\_1.2\_EN



www.dreowarranty.com



Shenzhen Hesung Innovation Technology Co., LTD



26F, Bldg A7, Creative City, Shenzhen, China

MADE IN CHINA

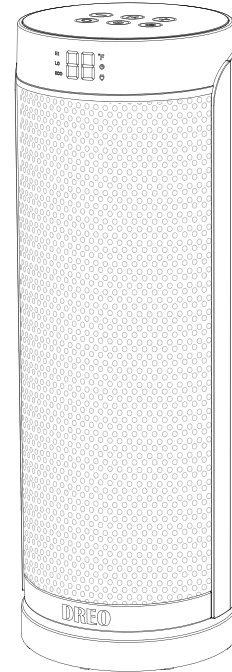


LISTED  
E219869

# DREO

## PTC Fan Heater

### User Guide



✉ [support@dreo.com](mailto:support@dreo.com)

**MANUFACTURER:**  
Shenzhen Hesung Innovation Technology Co., LTD

**MODEL: DR-HSH003**  
✉ [support@dreo.com](mailto:support@dreo.com)

# CONTENTS

**IMPORTANT SAFETY INSTRUCTIONS** -----01

**USING YOUR HEATER**-----06

    Package Contents-----07

    Product Diagram -----07

    Control Panel-----08

    Remote Control-----08

    Operations and Functions -----09

    Other Features -----11

    Replacement of Batteries in Remote Control -----12

    Specifications-----13

**CLEANING AND MAINTENANCE** -----14

**TROUBLESHOOTING**-----16

**WARRANTY AND SERVICE**-----19

## 01

# IMPORTANT SAFETY INSTRUCTIONS

PTC Fan Heater

Thanks for choosing the Dreo PTC Fan Heater. Please read this User Guide thoroughly before use and retain it for future reference.

# IMPORTANT SAFETY INSTRUCTIONS

**READ AND FOLLOW ALL SAFETY INFORMATION AND INSTRUCTIONS. KEEP FOR FUTURE REFERENCE. FOR HOUSEHOLD USE ONLY**

**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. If provided, 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. Do not route cord under furniture or appliances. 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 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.
- Always plug heaters directly into a wall outlet/receptacle. Never use with an extension cord or relocatable power tap (outlet/power strip).
- If there is a loose fit between the plug and the socket or the plug becomes very hot, the socket may need to be replaced. Check with a qualified electrician to replace the socket.

- It is normal for the plug and cord to feel warm to the touch. A plug or cord which becomes hot to the touch or becomes distorted in shape may be a result of a worn electrical outlet. Worn outlets or receptacles should be replaced prior to further use of the heater. Plugging the heater into a worn outlet / receptacle may result in overheating of the power cord or fire.
- The output of this heater may vary and its temperature may become hot enough to burn exposed skin. Use of this heater is not recommended for persons with a high sensitivity to heat or an inability to react to avoid burns.
- Ensure the heater is on a stable, secure surface to eliminate the potential of tipping it over.
- Make sure that no pieces of polystyrene or other packaging material have been left between elements of the appliance. It may be necessary to pass over the appliance with a vacuum cleaner.
- Do not attempt to modify or repair the product by yourself. Doing so could void the warranty and cause damage or personal injury. Only a repair technician may disassemble or repair this product.
- Choking hazard – This remote control unit contains a small battery. Keep the remote control away from children and do not swallow the battery. If the battery is swallowed seek medical advice at once.
- If the machine is not working as it should, has received a sharp blow, has been dropped, damaged, left outdoors, or dropped into water, do not use and contact Customer Support.

- **NOTE:** There may be a trace of smoke or odor when the unit is first operated. This indicates that a drop of oil fell on the heating coil during the manufacturing process. It will quickly evaporate and should not re-occur.
- **IMPORTANT** - This appliance has a polarized plug (one blade is wider than the other). To reduce the risk of electric shock, this plug is intended to fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician. Do not attempt to rig this safety feature.

**DANGER - High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.**

## **READ AND SAVE THESE INSTRUCTIONS**

## 02

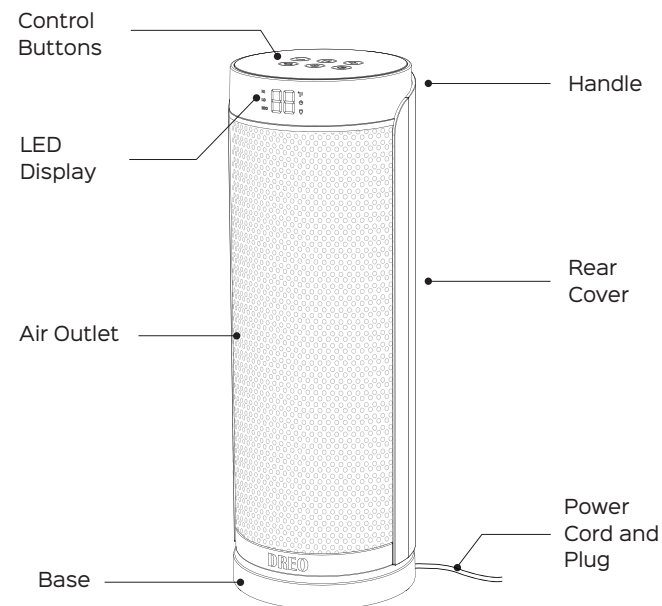
# USING YOUR HEATER

PTC Fan Heater

## Package Contents

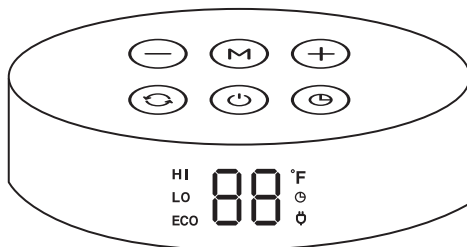
- 1 x PTC Fan Heater
- 1 x Remote Control
- 1 x Thank You Card
- 1 x User Guide

## Product Diagram



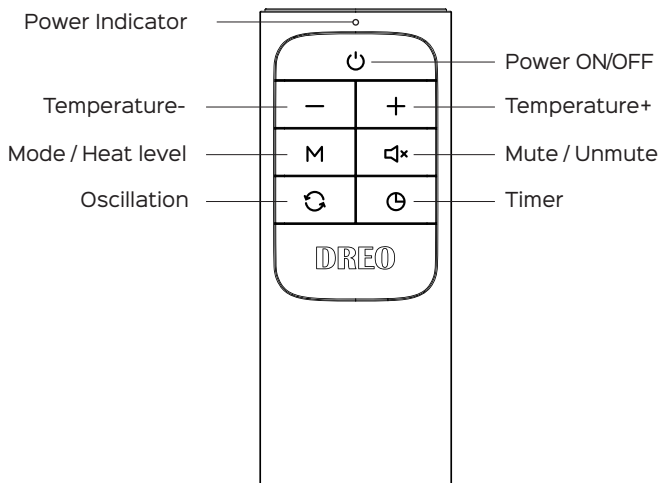


## Control Panel



## Remote Control

**Note:** All the functions can be achieved through the buttons on the remote control.



## Operations and Functions

Place the heater on a firm, level surface free from obstructions, and at least 3ft. (0.9m) away from any wall or combustible material. Plug into an appropriate voltage AC 120V outlet, The unit will enter standby mode with a beep and power indicator on red. Your heater is ready for use now.



### Power ON/OFF

- The RED indicator ( ° ) lights up when the heater is switched on.
- Press (⏻) on the heater / remote control once to turn the heater on with default settings: Power indicator on red, default temperature "95°F" & high heat level "HI" on LED display.
- Press (⏻) once again to turn the heater off. If the heater is operating, it will take 15 seconds for the heater to shut off, with the countdown time shown on the display.



### Mode / Heat Level Settings

- When the unit is on, repeatedly press (M) on the heater / remote control to cycle through High (HI) ->Low (LO) -> ECO -> High (HI) modes.

### ECO Mode

- When ECO mode is turned on, the heater will adjust the working mode (High or Low) automatically based on the ambient temperature.
- You can also adjust the set temperature by pressing (+) or (-).
- When the set temperature is reached, the heater will stop working.
- "ECO" will light up on the display when ECO Mode is selected.

### Mute / Unmute

- Hold (M) on the heater for 3 seconds, OR press the (🔊) button on the remote control to turn the buzzer on or off. The "HI", "LO" and "ECO" will flash once along with a beep sound if Mute/Unmute is enabled.



### Temperature Adjustment

- When the unit is on, press ⊕ or ⊖ on the heater / remote control to adjust the temperature from 41 to 95°F in 1°F increments.
- When the set temperature (T0) is reached, the heater will stop working. When the ambient temperature is lower than the set temperature, the heater will start working again.



### Oscillation Button

- When the unit is on, press ⊙ on the heater / remote control to start oscillating.
- To stop oscillating, press ⊙ again.



### Auto OFF Timer

- When the unit is on, press ⊙ on the heater / remote control to cycle through 00 → 01 → ... → 12 → 00 → 01 hour timer. When the time is up, the unit will automatically stop running.
- To cancel Timer setting, press and hold ⊙ on the heater for 3 seconds, or adjust the timer setting to 00, or turn the unit off.

### Auto LED Display OFF

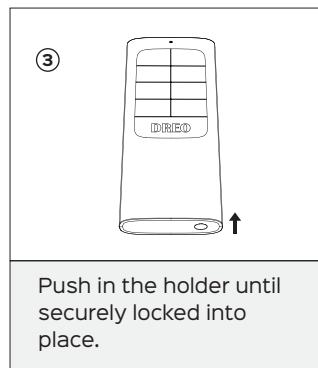
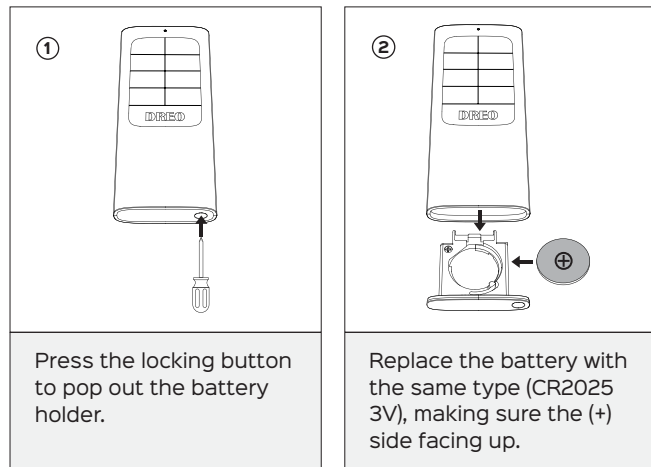
- If no operation is done within 1 min. after powered on, the display will turn off automatically (Only the power indicator light and working mode light will be on).
- To turn the display back on, press any button to wake it up.

## Other Features

<b>Memory Function</b>	The heater is designed with power-off memory function. It will always remember your last settings (temperature, working mode, oscillation status) once you turn it on again.
<b>24-Hour Auto Shut Off</b>	When the heater has been working for 24 hours continuously without any other operation, it will shut off automatically.
<b>Tip-Over Protection</b>	When the heater is tipped over, the heater will shut off automatically with malfunction code "P4" on LED display and beeps.
	Place the heater back on a flat, level and stable surface. Turn it on again.
<b>Overheat Protection</b>	When the ambient temperature is above 122°F, the heater will stop heating and the overheat alarm will be triggered with malfunction code "FF" on LED display and beeps.
	Please unplug it from the power source and power it on again when the ambient temperature drops below 122°F.

## Replacement of Battery in Remote Control

Note: If the indicator on the remote control doesn't turn on any more, please consider replacing the battery.



## ! Caution:

**Chemical Burn and Choking Hazard. Keep batteries away from children.**

- This product contains a lithium button/coin cell battery. If a new or used lithium button/coin cell battery is swallowed or enters the body, it can cause severe internal burns and can lead to death in as little as 2 hours. Always completely secure the battery compartment. If the battery compartment does not close securely, stop using the product, remove the batteries, and keep it away from children. If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.
- Dispose of cells properly and keep away from children. Even used cells may cause injury.

## Specifications

Model	DR-HSH003
Input	120V~ 60Hz
Rated Power	1500W (High) 900W (Low)
Remote Control Battery	CR2025, 3V

# CLEANING AND MAINTENANCE

---

PTC Fan Heater

## Cleaning and Maintenance

It is recommended that the heater be cleaned at least one time during the operating season and before off-season storage in order to provide the optimum level of performance.

**Always disconnect the appliance from the mains by switching it off and removing the plug from the power outlet before cleaning.**

- Turn the heater “OFF”, unplug it and wait for the heater to cool down.
- Use only a soft cloth to gently wipe the outer surfaces of the heater clean.
- Do not use any cleaning agents or detergents.
- Never immerse the heater in water and never allow water to drip into the motor housing. Be sure not to wet the heating element and the switches.
- For storage, you may leave the heater covered to protect it from dust. Store it in a cool, dry location and arrange the cable away from traffic areas so that it will not be tripped over or damaged.

### ! Caution:

- Do not allow water to run into the interior of the heater as this could result in a fire or electric shock hazard.
- Any other servicing should be performed by an authorized service representative.
- Except cleaning, any other servicing should be performed by an authorized service representative.
- Carefully fold the power supply cord and tie it up with a cord, then put the heater into the packing box. Keep it in a cabinet away from any hot or wet location.

# 04

## TROUBLESHOOTING

PTC Fan Heater

### Troubleshooting

The following troubleshooting guide addresses the most common problems. If problems persist, contact the Customer Support at [support@dreco.com](mailto:support@dreco.com).

Problem	Possible Causes	Solution
Malfunction Codes on LED Display	E2 - Temperature sensor short circuit	Unplug it from the power source and contact Customer Support.
	E1 - Temperature sensor open circuit	Unplug it from the power source and contact Customer Support.
	FF - Overheat Protection (Ambient temperature above 122°F)	Unplug it from the power source and power it on again when the ambient temperature drops below 122°F.
	P4 - Tip-Over Protection	Place the heater back on a flat, level and stable surface.
Heater does not start	Power cord is not properly plugged in.	Connect the plug to a powered electrical outlet.

Heater does not start	Overheat Protection has been activated.	Turn the heater OFF, unplug it and allow it to cool.
		Check and remove any objects on or adjacent to the heater.
		Wait 5-10 minutes before plugging the unit back in.
	No power is passing through the unit.	Ensure that your circuit breaker or fuse is working properly.
		Ensure your heater is placed on a flat and even surface.
	The set temperature is lower than the ambient temperature.	Make sure the thermostat is set at a higher temperature than the ambient temperature.
The heater suddenly stops during heating	The temperature exceeds the threshold of the thermal cutoff.	Turn off the unit and unplug it from the power outlet. Allow it to cool, and then plug it into the electrical outlet again.
	The heater is tipped over.	Place it on a flat, level and stable surface.

## 05

# WARRANTY AND SERVICE

---

PTC Fan Heater

## Warranty and Service

### Default 12-Month Warranty

Thanks for choosing DREO heater. This product is covered with DREO product and labor warranty for 12 months from the date of its original purchase.

### Extend Your Warranty

Extend your warranty by registering your new product on our website **<https://dreo.com/warranty>**.

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.
- Normal wear and tear of wearable parts.
- Use of force, damage caused by external influences.
- Damage caused by non-observance of the User Guide, e.g. connection to an unsuitable mains supply or non-compliance with the instructions.
- Partially or completely dismantled appliances.
- Defects caused by or resulting from damages from shipping or from repairs, service, or alteration to the product or any of its parts that have been performed by a repair person not authorized by DREO.

We can only provide after-sales service for products that are sold by DREO or DREO authorized retailers and distributors. If you have purchased your unit from a different place, please contact your seller for return and warranty issues.

## Customer Support

### We're Here to Help!

If you encounter any issues or have any questions regarding your new product, please contact our helpful Customer Support Team.

Your satisfaction is our goal!

**Email: [support@dreo.com](mailto:support@dreo.com)**

\* Please have your order confirmation number ready before contacting Customer Support.



MADE IN CHINA

