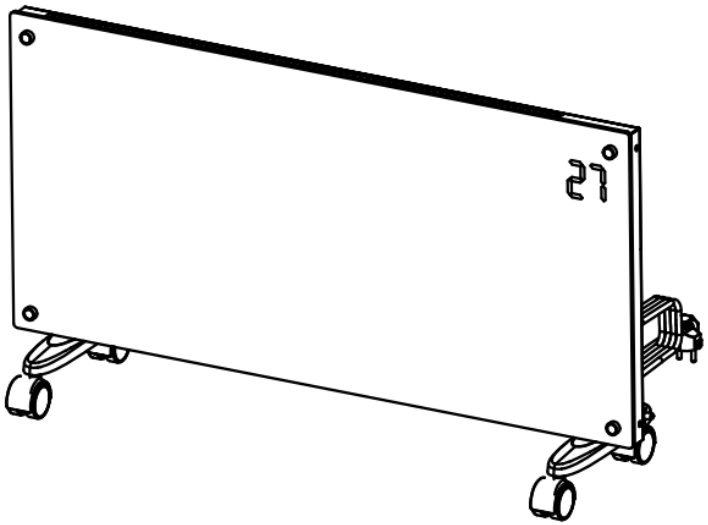
USER GUIDE

kogan.com



KOGAN SMARTERHOME™ PREMIUM GLASS PANEL HEATER

1500W, 2000W & 2400W

KASMGPH15YA, KASMGPH15YB, KASMGPH20YA, KASMGPH20YB, KASMGPH24YA & KASMGPH24YB

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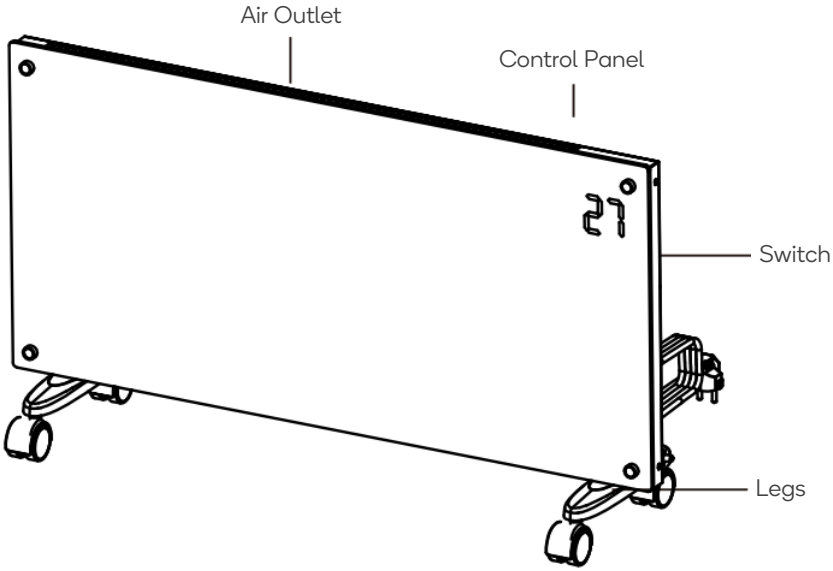
SAFETY & WARNINGS

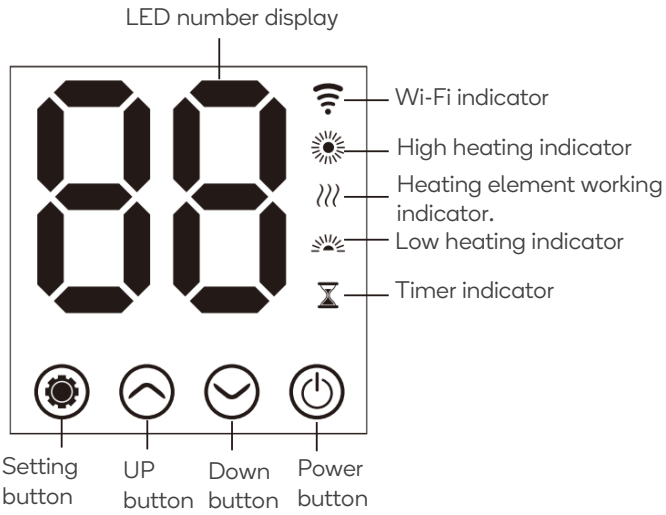
- Read all instructions fully before using the product for the first time and retain for reference. If passing this product on to a new owner, include a copy of this guide.
- Power Input：220-240V~50-60Hz
- Do not leave this unit unattended while it is in use.
- Some parts of this product can become very hot and cause burns. Particular attention must be given when children and vulnerable people are present. Keep children and pets at a safe distance from the unit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children shall not play with the appliance. Cleaning and user maintenance shall not be made by children without supervision.
- This heater is not equipped with a device to control the room temperature. Do not use this heater in small rooms when occupied by persons not capable of leaving a room on their own, unless constant supervision is provided.
- In order to avoid overheating and potential fire hazard, ensure the heater is not covered. In particular, do not use it for drying clothes.
- Do not attempt to repair this product yourself. If the product or its power supply experiences any malfunction or damage, stop using it immediately and contact Kogan.com to arrange a repair.
- If the power cable shows any signs of damage, cease use immediately and contact **help.Kogan.com** for support.
- Do not handle the element with bare hands. If it is inadvertently touched, remove finger marks with a soft cloth and methylated spirits or alcohol: otherwise, the marks will burn into the element causing premature heater failure.
- This product is suitable for indoor use only.
- Do not use this heater in the immediate surroundings of a bath, shower or swimming pool.
- Do not touch the plug with wet or damp hands.
- Do not run the power cable under carpeting. Do not cover the power cable with rugs, runners, or similar coverings. Arrange the power cable away from foot traffic and where it will not be tripped over.
- Do not wind the power cable around the unit.

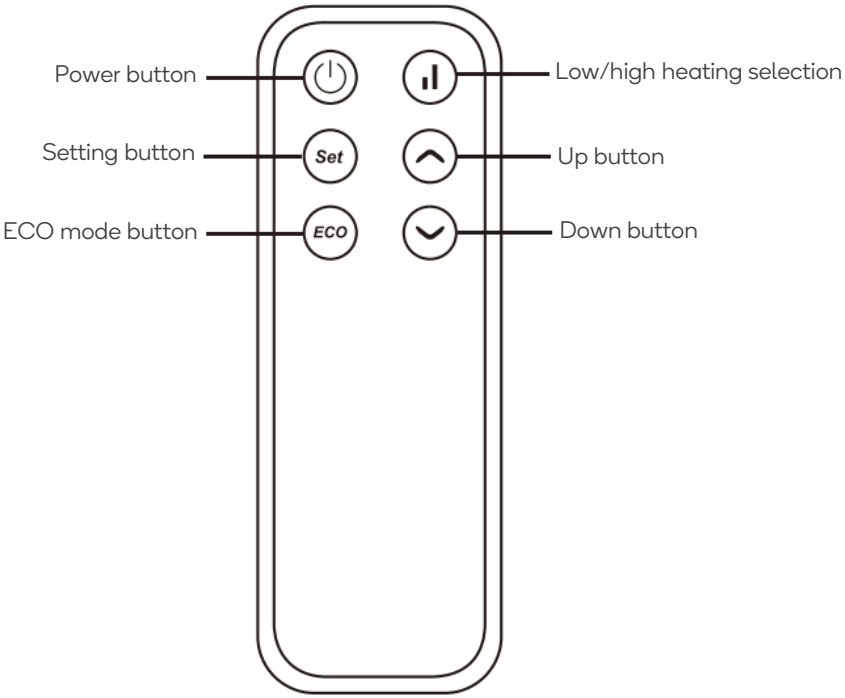
- Do not insert or allow foreign objects to enter any ventilation or opening on the heater, as this may result in electric shock, fire or damage to the heater.
- Where possible, avoid the use of an extension cable as this may overheat and cause a fire. However, if you have to use an extension cable, ensure it is suitable for the purpose, has been tested for outdoor use and preferably has an RCD device fitted or attached.
- Always ensure that the heater is plugged into a suitable socket.
- Do not position directly above or below an electrical socket.
- Always use on a dry, suitably strong, stable, flat and level surface.
- Always unplug the unit and ensure that the unit has cooled completely before moving, cleaning or storing.
- This heater is intended for domestic use only and should not be used commercially for contract purposes. Any alternative use, not recommended by Kogan.com, may result in fire, electric shock or injury to persons.
- Check exterior walls for areas of damage before installing the heater.
- Check exterior walls for communication and electrical cables and pipelines. Should any service lines be present in the immediate vicinity do not install your heater, find an alternative location to install this product.
- Do not remove any of the warning stickers or signs from the product.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Children should be supervised to ensure that they do not play with the appliance.
- When the appliance is not in use and before cleaning, unplug the appliance from the outlet firstly.
- **WARNING:** In order to avoid overheating, do not cover the heater.
- The heater must not be located immediately below a socket outlet.
- Do not use this heater if it has been dropped.
- Do not use if there are visible signs of damage to the heater.
- Use this heater on a horizontal and stable surface, or attach it to the wall.
- **WARNING:** Do not use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless constant supervision is provided.
- **WARNING:** To reduce the risk of fire, keep textiles, curtains, or any other flammable material a minimum distance of 1 metre from the air outlet.
- The heater is to be installed so that switches and other controls cannot be touched by a person in the bath or shower.

OVERVIEW



Control panel

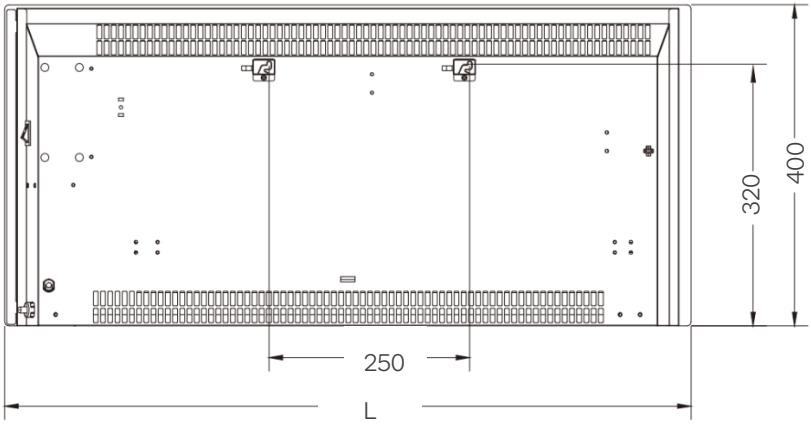




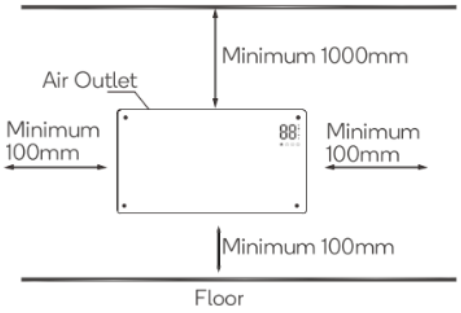
INSTALLATION

Note:
The heater MUST be installed with a minimum distance of 100mm from all four sides of the heater.

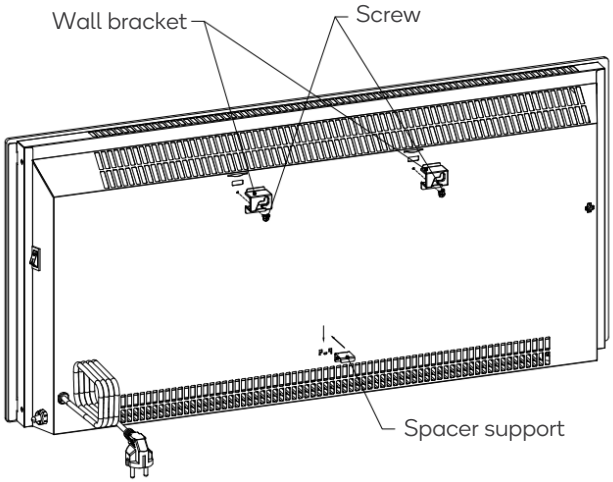
Wall mounting

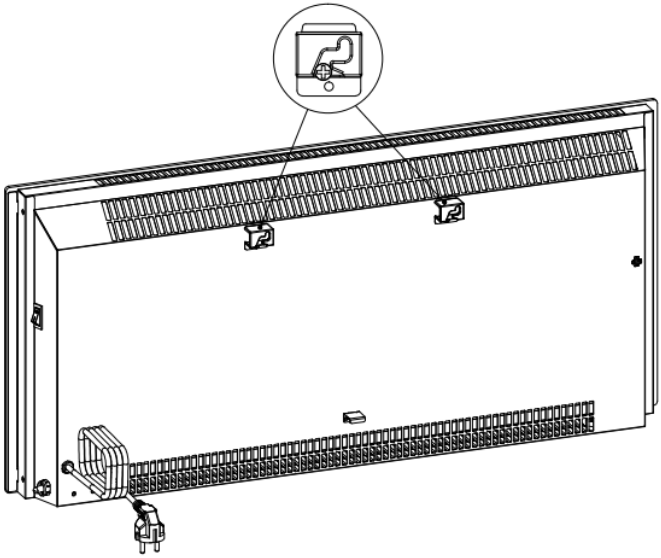


Model	L(mm)
KASMGPH15YA & KASMGPH15YB	597
KASMGPH20YA & KASMGPH20YB	832
KASMGPH24YA & KASMGPH24YB	952

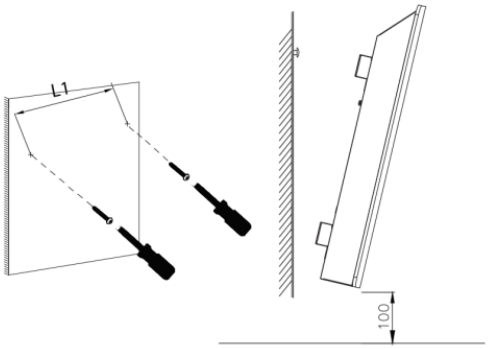


1. Insert the wall bracket into the hole, align the bracket with screw holes and tighten the screws.
2. Insert the spacer support part into the hole in the rear of the heater and push down.



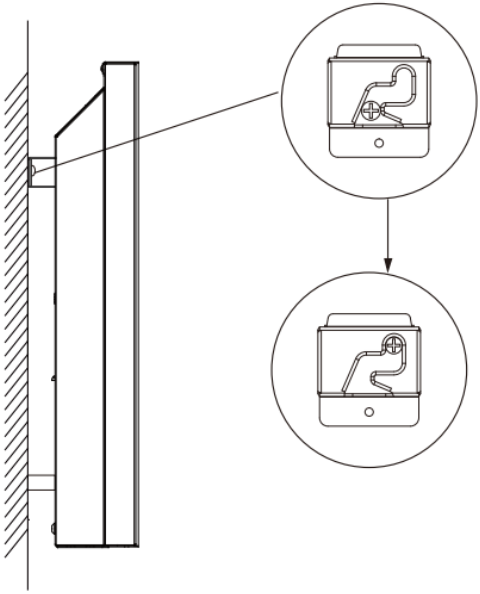


3. Drill two holes 250mm (L1) apart, ensuring they are straight using a spirit level, then insert the wall anchors.
4. Ensuring the holes are aligned, attach the heater to the wall with 35mm self-tapping screws.



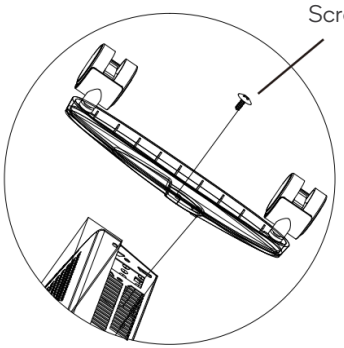
Removing the Heater

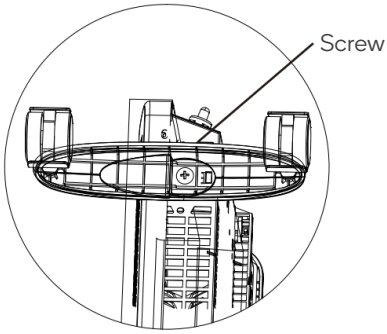
To remove the heater from the wall, pull the heater 5mm outward and then move it 10mm to the left.



Leg Installation

1. Attach the legs into the hole in the underside of the heater and push it upwards.
2. Align the legs with the screw hole and secure them in place using the supplied screw.
3. To remove the legs, perform the above steps in reverse order.





CONNECT TO SMARTERHOME™ APP

Install App

Download the “Kogan SmarterHome” app from the Play Store (Android) or App Store (iOS).

Play Store (Android)

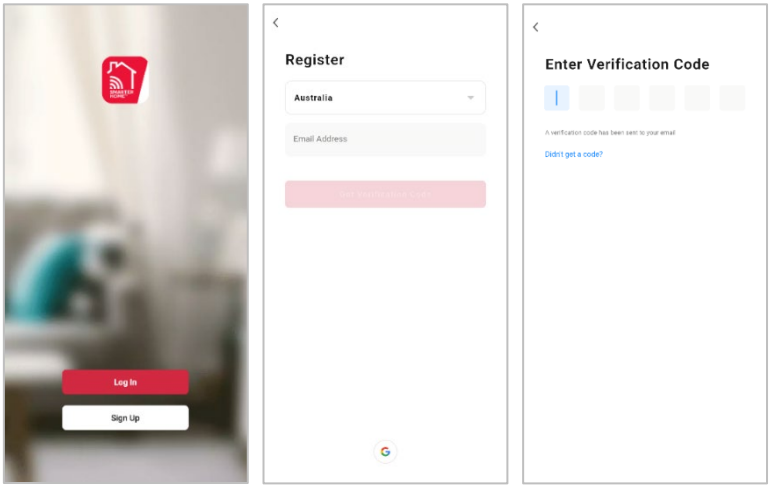
GET IT ON Google Play

App Store (iOS)

Download on the App Store

To register:

1. If you already have a SmarterHome account, select ‘Log In’. To register a new account, select ‘Sign Up’.
2. The system will automatically recognise your country. If needed, you can manually select your country from the drop-down box. Enter your email address and tap ‘Get Verification Code’ to continue.
3. A 6-digit code will be sent to the submitted email address. Enter this code before the one-minute timer expires.
4. Continue to the next page and complete your SmarterHome profile.



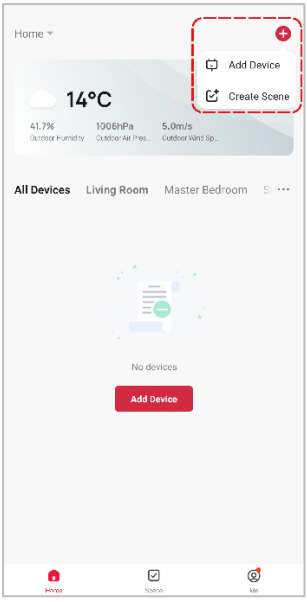
Set device in pairing mode

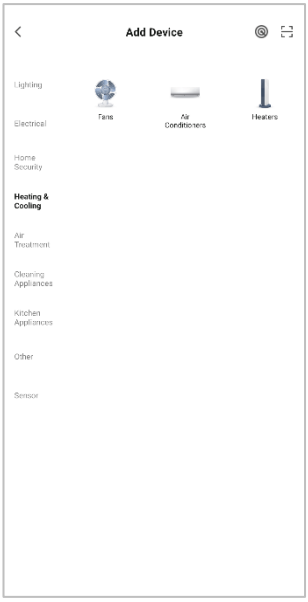
When the device is first turned on, it may automatically enter pairing mode (Wi-Fi indicator will be flashing rapidly).

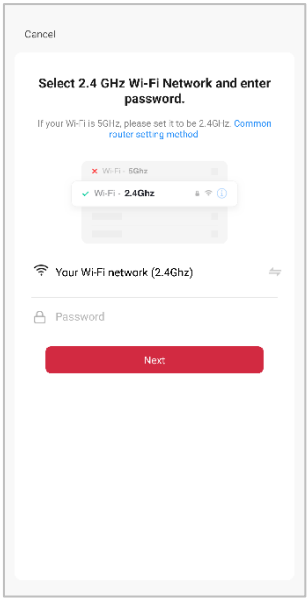
If not automatically in pairing mode when powered on, you can manually set the device in pairing mode by pressing and holding the setting and down buttons for 3 seconds until the Wi-Fi indicator is flashing rapidly.

Add device through network

1. Once registered, tap **"Add Device"** on the app's home page, or the **"+"** in the upper right corner, to add a new device through the network.
2. Select the product type from the list of options in the app (Heating & Cooling → Heaters).
3. Enter your Wi-Fi details. It is important that your SmarterHome™ device and the app are connected to the same Wi-Fi network during setup.



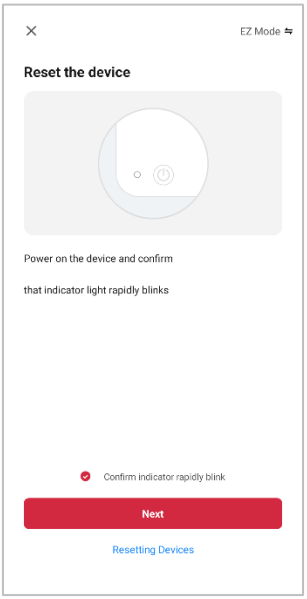


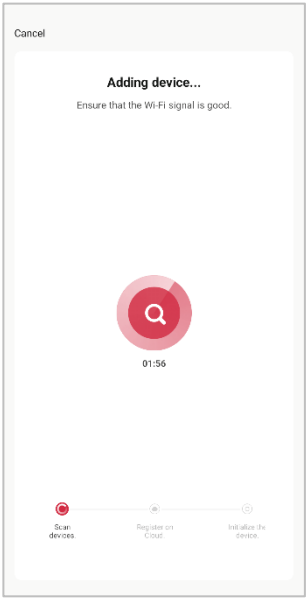


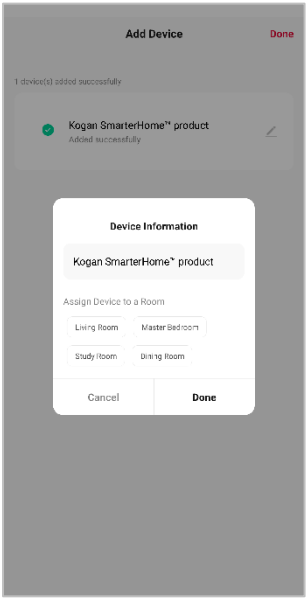
Notes:

- The device and the app have to use the same Wi-Fi network.
- The device is only compatible with 2.4Ghz networks.
- Depending on the product, Steps 3 and 4 may be in opposite order.

4. Ensure that the device is in pairing mode, with the Wi-Fi indicator flashing rapidly, and tap “Confirm light is rapidly flashing”.
5. The device will commence the pairing process and connect to the app. Ensure your Wi-Fi router, mobile phone, and the SmarterHome™ device are kept close until connection is complete.
6. After successfully being added, you will have the option to rename the device and assign it to a location. It will now be listed on the app’s home page. Tap the device listing to enter its control page.







Note:

Once connected, you can select Create Scene from the “+” in the upper right corner (or from the Scene tab) to group connected SmarterHome™ products and automate their functions.

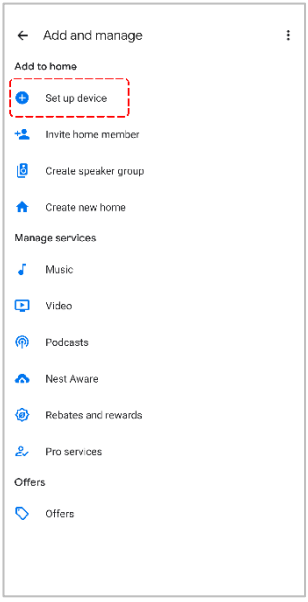
GOOGLE HOME CONTROL

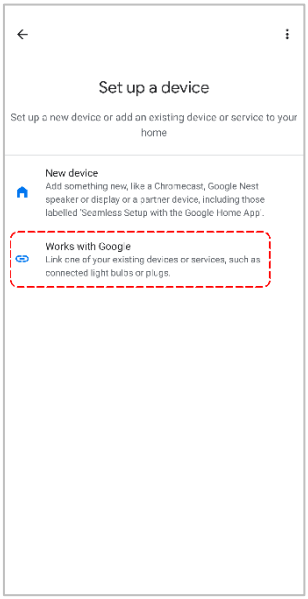
Note:

You will need to have set up a Google Home account prior to linking your Kogan SmarterHome™ device.

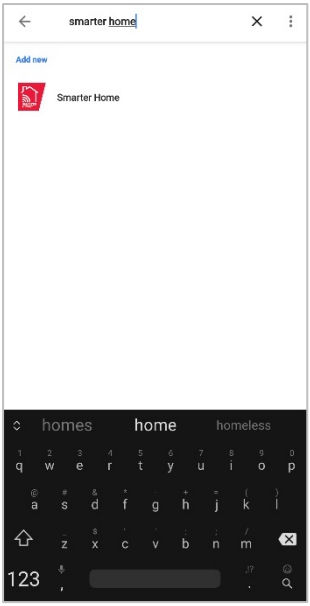
Adding "SmarterHome" to the Google Home app

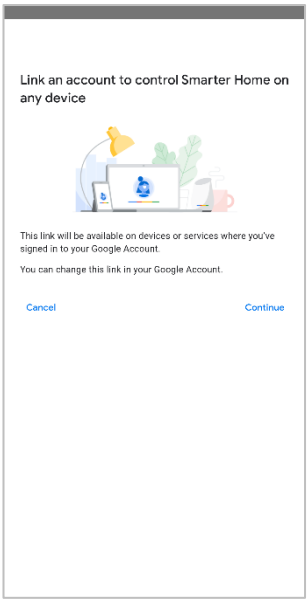
1. From the home page of the Google Home app, select the **"+"** icon (top left corner, see arrow in the below screenshot) to access the 'Add and manage' page.
2. Select 'Set up device', then select the 'Works with Google' option.

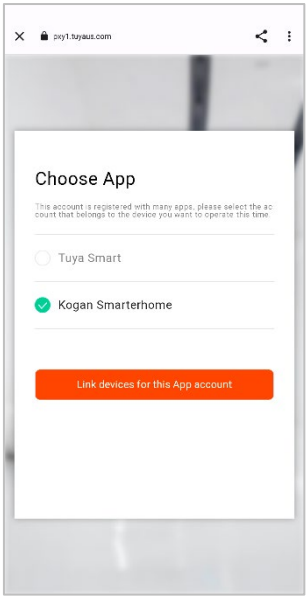




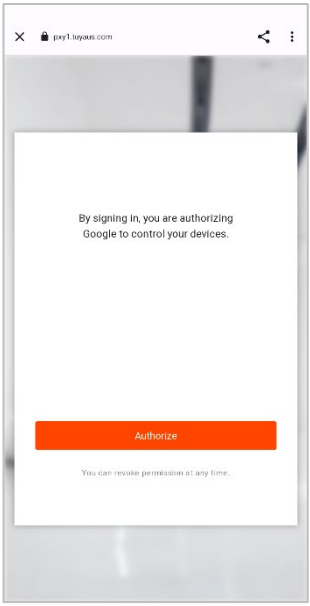
3. Select the search bar and type ‘Smarter Home’ to locate the Kogan SmarterHome™ service.
4. From here, you will be prompted to sign into your SmarterHome™ account using either your email or mobile phone number, depending on which method you used to register your account.
5. Select “Kogan SmarterHome™” from the app options.

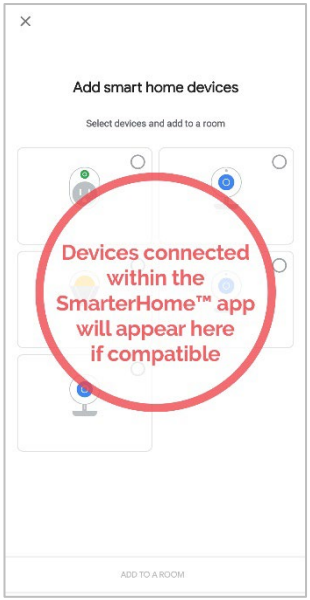






6. Tap ‘Authorise’ to grant Google permission to access the SmarterHome™ app and your devices.
7. Once connected, the app will display any compatible devices linked to your SmarterHome™ account. From here you can assign them to rooms and set up any routines. Tap on any of the devices to view a list of available commands.





Note:

Please note that Google Home can only control the base/core functions of any compatible SmarterHome™ devices. To make full use of this product’s smart functionality, please use the Kogan SmarterHome™ app.

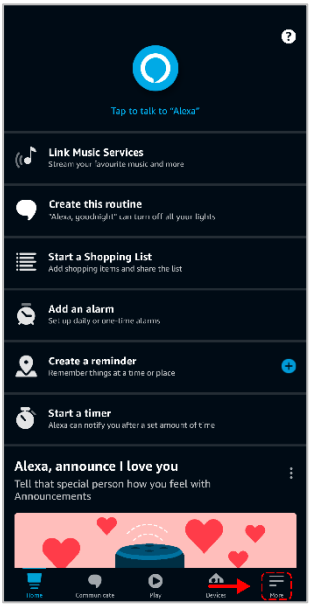
AMAZON ALEXA CONTROL

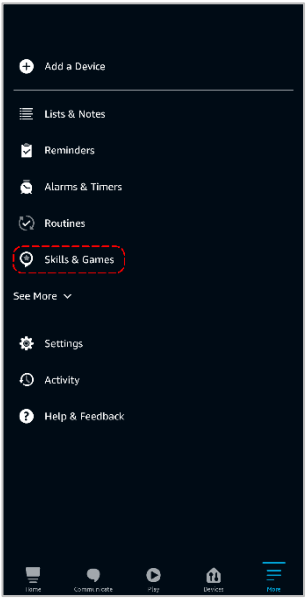
Note:

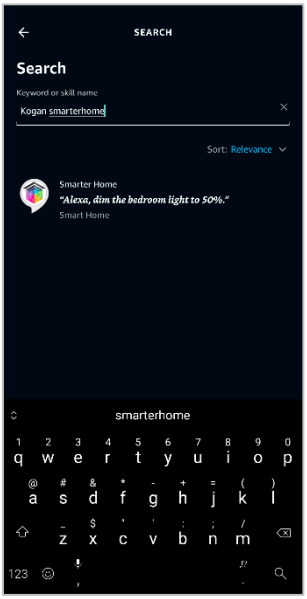
You will need to have set up an Alexa account prior to linking your Kogan SmarterHome™ device.

Adding “SmarterHome” to the Alexa app

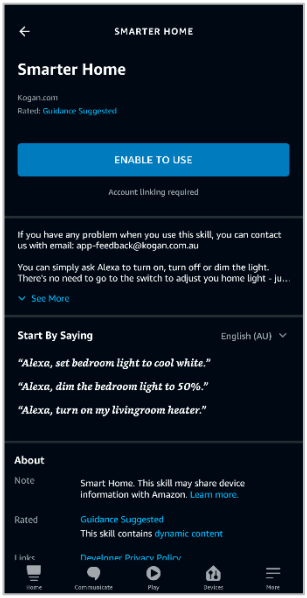
1. From the home page of the Alexa app, select the “☰” icon in the bottom-right and select “Skills & Games” from the sidebar.
2. Select the search bar and type ‘Smarter Home’ to locate the Kogan SmarterHome™ skill.

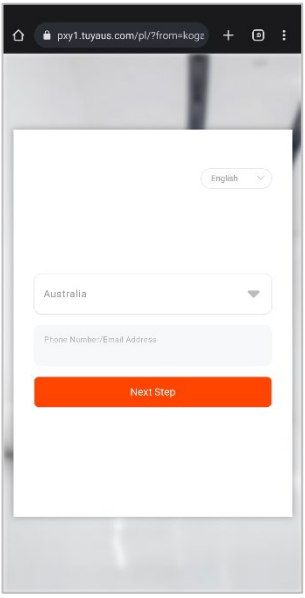


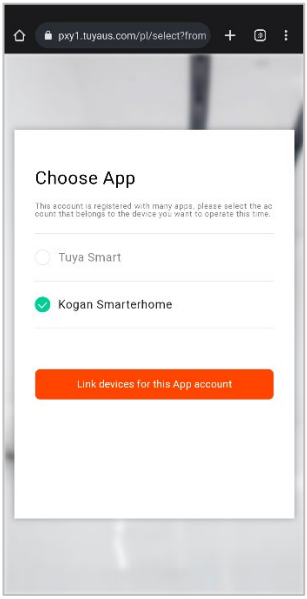




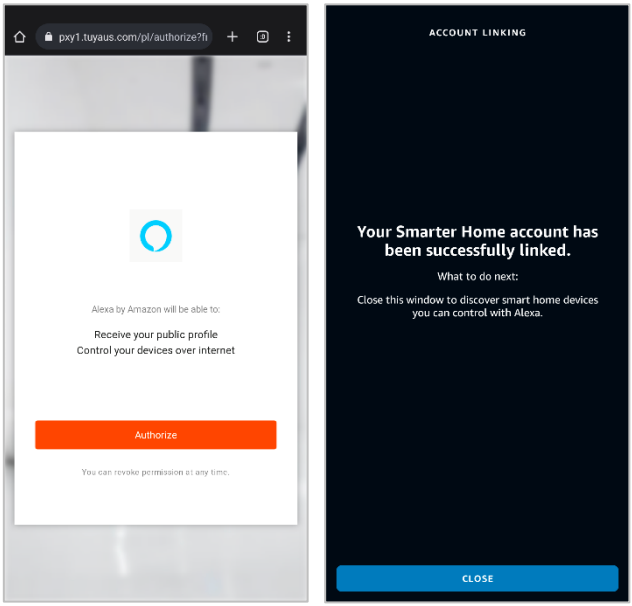
3. Tap ‘Enable to Use’ to add the Kogan SmarterHome™ skill to Alexa.
4. From here, you will be prompted to sign into your SmarterHome™ account using either your email or mobile phone number, depending on which method you used to register your account.
5. Select “Kogan SmarterHome™” from the app options.







6. Tap ‘Authorise’ to grant Alexa permission to access the SmarterHome™ app and your devices.
7. Once connected, the app will perform a search and display the devices linked to your SmarterHome™ account. When your devices have successfully connected to the Alexa app, you will be able to control your Kogan SmarterHome™ devices via Alexa’s voice commands.



Note:

Please note that Alexa can only control the base/core functions of any compatible SmarterHome™ devices. To make full use of this product’s smart functionality, please use the Kogan SmarterHome™ app.

OPERATION

Turn the Heater On/Off

1. Connect the heater to a power socket and turn on the main switch: the heater will be in standby (setting, up, down and power buttons illuminate).
2. Press the power button to begin heating operation: the display will show the current ambient temperature.
3. Press the power button to turn the heater off.

Mode Selection

Press the Setting button on the remote and then press the " " button to toggle high, low power and standby modes. The respective indicator will be illuminated.

Model	Mode	Power	Description
KASMGPH15YA & KASMGPH15YB	Low (50%)	750W	The heater's power consumption will be reduced, but it will require a longer time to reach the desired temperature.
	High (100%)	1500W	In high power mode, the heater will consume more power, allowing it to reach the desired temperature more quickly.
	Standby	0	The heater is not currently heating, but a timer can be set to initiate heating.

Model	Mode	Power	Description
KASMGPH20YA & KASMGPH20YB	Low (50%)	1000W	The heater's power consumption will be reduced, but it will require a longer time to reach the desired temperature.
	High (100%)	2000W	In high power mode, the heater will consume more power, allowing it to reach the desired temperature more quickly.
	Standby	0	The heater is not currently heating, but a timer can be set to initiate heating.

Model	Mode	Power	Description
KASMGPH24YA & KASMGPH24YB	Low (50%)	1200W	The heater's power consumption will be reduced, but it will require a longer time to reach the desired temperature.
	High (100%)	2400W	In high power mode, the heater will consume more power, allowing it to reach the desired temperature more quickly.
	Standby	0	The heater is not currently heating, but a timer can be set to initiate heating.

- Pressing the Up "⌃" button on the heater during operation will enable High power mode. The indicator will illuminate. To return to standby mode, press the Up "⌃" button again. The indicator will turn off.
- Pressing the Down "⌄" button on the heater during operation will enable Low power mode. The indicator will illuminate. To return to standby mode press the Down "⌄" button again. The indicator will turn off.

Temperature Setting

1. Press the setting button first to enter the temperature setting mode. Use the up and down buttons to select the desired temperature (5–45°C).
2. The selected temperature will be set when there is no input for 5 seconds.

Timer Setting

1. With a timer set, the heater will turn off automatically once the set time has been reached.
2. Press the setting button twice to enter the timer setting mode. Use the up and down buttons to select the desired timer (in hours).
3. The current timer setting will be accepted when there is no input for 5 seconds.

Child-Lock Function

1. In heating mode, press and hold both up and down buttons on the display for 3 seconds and the child lock function will be enabled. After 5 seconds, the display will show the ambient temperature.
2. To remove the child lock, press and hold both up and down buttons on the display for 2 seconds again.

Display Buttons Activation

During operation, the display buttons will not be illuminated. Touch the panel below the display and they will come on.

Switch Between Fahrenheit and Celsius

Press the Setting button and the Up button at the same time for 10 seconds.

Eco Function (Night Mode)

In this mode the heater will turn off the display and only the heating mode & timer indicators will be shown.

1. To enable ECO mode, press and hold the setting and down buttons for 3 seconds. Alternatively, press the ECO button on the remote control.
2. To turn the display back on, press the ECO button on the remote or touch the display.

Wi-Fi Reset

1. During operation, press and hold the setting button for 5 seconds.
2. Wi-Fi will now be reset, and the Wi-Fi indicator light will be flashing rapidly.
3. Connect the heater to the Kogan SmarterHome™ app following the steps from the “Connect To SmarterHome™ App” section of this user guide.

Tip-over switch

Auto turn off function: The product is equipped with tip-over switch, if the heater falls over, place it back upright and restart.

Using the App

Notes:

- When device is online, it can be controlled.
- When device is offline, it displays “Offline” and cannot be remotely powered on.

CLEANING & CARE

Cleaning the Heater

- Disconnect the power supply to the heater before cleaning.
- Ensure that the heater has been allowed to cool down completely before cleaning.
- Holding both sides of the heater, lift upwards and then pull forwards. The heater requires regular cleaning, to ensure trouble-free operation.
- Use a damp cloth (not wet) to wipe the exterior of the heater to remove dust and dirt.
- Use a vacuum cleaner to remove dust and fluff from around the grilles. Failure to do this may cause discoloration.
- Ensure the heater is dry before connecting back into the power supply.

Power Cord

If the power cord is damaged must be replaced. Cease use immediately and contact **help.Kogan.com** for support.

Storage

If you do not plan to use the heater for extended periods of time, it is recommended that the heater is cleaned and then stored (preferably in its original packaging) in a cool dry place.

SPECIFICATIONS

Model	KASMGPH15YA & KASMGPH15YB	KASMGPH20YA & KASMGPH20YB	KASMGPH24YA & KASMGPH24YB
Rated Power	1500W	2000W	2000-2400W
Rated Voltage	220-240V~50Hz		
Dimensions (mm)	597 x 70 x 400	832 x 70 x 400	952 x 70 x 400

Disposal

	This marking indicates that this appliance should not be disposed with other household wastes. To prevent possible harm to the environment or human health from uncontrolled waste disposal, recycle it responsibly to promote the sustainable reuse of material resources.

TROUBLESHOOTING

Issue	Cause	Solution
Heater does not heat.	Heater is in standby mode.	Set the desired temperature higher (5-45°C).
	Desired temperature is lower than the ambient temperature.	Ensure the heater is in heating mode.
Heater not pairing to the SmarterHome app.	Wi-Fi function is not activated.	Press and hold the Set button for 3 seconds to activate Wi-Fi.
	Poor Wi-Fi signal.	Ensure the router, heater, and phone are within a 3-5 meter range.
Rattling sound from heating element.	Normal expansion and contraction of metal during heating and cooling.	This is a natural phenomenon and will reduce or stop with continuous use.
Touch buttons are not working.	Hands touched the button area during power-on, affecting sensitivity.	Reboot the heater to restore button sensitivity.
	Child lock is activated.	Unlock the child lock.
Remote control buttons not working.	Remote control battery is low or empty.	Replace the battery or check if the remote control is damaged.
	Incorrect alignment with the heater's receiver.	Operate the remote in the direction of the display panel.
Poor heating performance.	Heater is in low power mode.	Set the heater to high power mode.
	Air inlets/outlets are blocked.	Ensure air inlets and outlets are clear.
	Open doors/windows reduce insulation.	Close doors and windows to improve efficiency.

Bad odour during heating.	Protective coating on a new heater emits an odour on initial use.	Ventilate the area and run the heater for 1 hour to dissipate the odour.

Error Codes

Error Code	Cause	Solution
E1	The ambient temperature sensor circuit is disconnected (accompanied by 5 beeping sounds).	Contact **help.Kogan.com** for support.
E2	The ambient temperature sensor is short-circuited (accompanied by 5 beeping sounds).	Contact **help.Kogan.com** for support.
E3	The heater is near another heat source, and the sensor detects an ambient temperature ≥55°C (5 beeping sounds).	Turn off the power and move the heater away from heat sources.
E4	The heater is tipped or tilted at an angle greater than 45°, causing the heater to stop heating (5 beeping sounds).	Place the heater on a flat surface to restore its functionality.

Need more information?

We hope that this user guide has given you
the assistance needed for a simple set-up.

For the most up-to-date guide for your product,
as well as any additional assistance you may require,
head online to **help.kogan.com**

kogan.com