

7826

# CALYPSO

Fan-forced  
Wall Heater

# CONVECTAIR



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## INSTALLATION AND USER'S GUIDE

To be read and kept by the user.

 A BRAND OF GLEN DIMPLEX AMERICAS

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# Foreword

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Dear owner,

Congratulations on the purchase of your new **CONVECTAIR** electric heater.

To obtain the best results and the ultimate in performance and comfort, please take a moment to read the installation, operation and maintenance instructions detailed in this manual.

## **WARNING :**

Your heater is equipped with a precise electronic thermostat. It must not be connected to a wall thermostat.

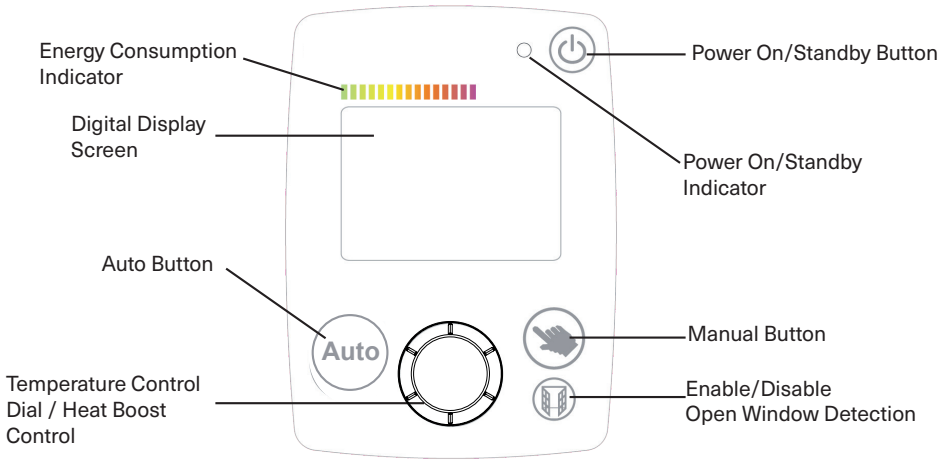
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# Quick Start

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## Power On/Standby Button

Press to start, or put into standby, the heating function of your device.

## Temperature Control Dial / Heat Boost Control

Turn the dial to increase or decrease the set temperature.

Push on the dial to start **Heat Boost**; turn the dial to select the duration.

## Power On/Standby Indicator

When the heater on, the light is green. In standby, the light is orange.

## Energy Consumption Indicator

The usage indicator slider provides information on the power usage based on the setting of the device.

## Manual Button

Press to override automatic operation of the device; select either **Comfort**, **Eco**, or **Frost Protection** mode.

## Auto Button

Press to enable automatic operation by following a scheduled program.

## Open Window Detection

Press to enable or disable the **Open Window** function.

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# Specifications

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Your new CALYPSO is a fan-forced heater with two power outputs: 1000 W to maintain the room at a set temperature and a 2000 W Heat Boost for accelerated heating with a timer that can be set from 5 to 120 minutes.

Small in size and designed to heat the room discreetly while maintaining a constant temperature, it is ideal for bathrooms or other rooms with intermittent use.

Model	Voltage	Regulated Power	Maximum Power	Width (mm)	Height (mm)	Depth (mm)	Weight (kg)
7826-C20	240 V	1000 W	2000 W	308 (12 1/8")	410 (16 1/8")	143 (5 5/8")	4.6 (8.8 lb)

## Location Recommendations

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**PLEASE READ CAREFULLY:** These instructions are essential for the safe installation and use of your CALYPSO.

- The installation must comply with the national and local standards in place and CONVECTAIR recommends that it be performed by a qualified electrician.
- Your appliance must be installed in such manner that switches and other control devices cannot be touched by a person in the bathtub or in the shower. Do not install over a bath or any other container of water.
- Do not install behind a door, cabinet or box, or in front of an air extractor. Keep combustible fabrics, such as curtains, away from heaters.
- Avoid positioning under a window sill, behind curtains, doors, or under an air extractor.
- Your appliance has a heating element which gets very hot. Do not install or use in the presence of gasoline, paint, or near flammable products.
- The heater must not be installed under a power outlet.

**CAUTION :**

Do not insert anything into the unit.

The first time the heater is turned on, there may be an odour. This phenomenon disappears after a few minutes of operation.

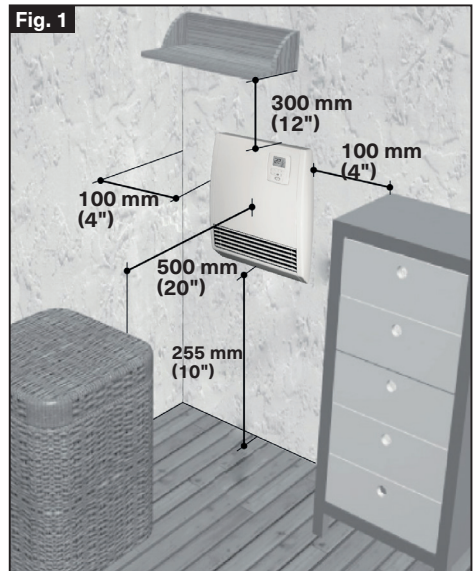
**CAUTION: DO NOT COVER**

There is a risk of overheating if the device is covered. Do not cover or block the air inlet or outlet grilles to reduce the risk of fire or damage to the device.

Follow the minimum installation clearances to the floor, walls, furniture, etc. (Fig. 1).

**CAUTION:**

- Do not install the bottom of the unit less than 255 mm (10") above the floor,
- Do not install the sides of the unit less than 100 mm (4") from any surface.
- Do not install the top of the unit less than 300 mm (12") from a shelf or other overhanging object.

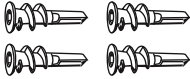


# Installation and Mounting

## TOOLS REQUIRED



(4) 1½" Screws



(4) Wall anchors (if needed):  
must be suitable for  
min. 50 lb / 22.7 kg



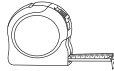
Wire Connectors



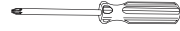
Stud Finder  
(Optional)



Wire Strippers



Tape Measure



#2 Phillips  
Screwdriver



Utility Knife



Level

## Securing the Wall Bracket:

- 1 Remove the wall bracket from the appliance by releasing the two clips, using a screwdriver (see Fig. 2).
- 2 Position the wall bracket over the desired location on the wall and mark the 4 fixing holes, following the dimensions in Fig. 3.

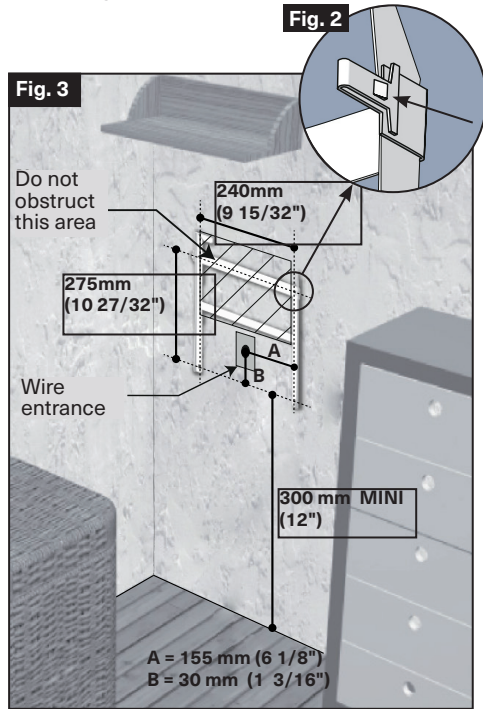
- 3 Secure the wall bracket with at least 4 screws ( $\text{Ø } 5.5$  max), ensuring it is in the correct orientation and at the correct height. Ensure that the correct screws, and anchors if necessary, are used to allow the unit to be securely mounted on the wall. It is recommended that at least two of the screws are attached to studs in the wall.

**NOTE 1:** Make sure to follow the clearances shown in Fig. 1.

**NOTE 2:** The unit must be secured on the wall bracket. The use of adhesive to install the bracket or the device is prohibited.

### Assembly:

- To install the heater, place the unit in front of the wall bracket; insert the lower legs of wall bracket into the slots on the bottom and back of the heater. This is made easier by positioning the device slightly tilted forward.
- Clip the top of the wall bracket, and ensure it is secure.





# Electrical Connection

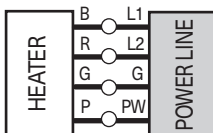
- **CONVECTAIR** recommends that devices be installed by a qualified electrician, in accordance with applicable national and local codes.
- The device must be connected to a 240 volt, 60 cycle circuit. Disconnect the power before making any connections to avoid electric shock or damage to the device. If you are using a programming system, be sure to shut off ALL electric heating circuits in the house.
- To avoid short circuits, turn off the power at the electrical panel before any installation or repair.
- If the power supply wires of the device are damaged, they must be replaced by the manufacturer, its after-sales service, or a similarly qualified person in order to prevent danger.
- The purple wire is used if the device is connected to the CONVECTAIR Programmer. Grounding the pilot wire (purple wire) can cause serious damage to internal circuits. Never connect the pilot wire (purple wire) to the power wire.
- This unit must be grounded. Ensure the green wire from the heater is connected with a ground wire.



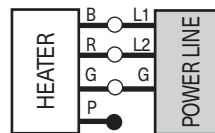
- 1 Turn off the power to the heater and to all devices connected to the pilot wire before opening.
- 2 Complete the electrical connection according to the connections diagrams below.
- 3 Secure the heater to the wall bracket before turning it on. Never operate the device when it is not attached to the wall bracket.

## CONNECTION DIAGRAMS

WITH the use of pilot wire



WITHOUT the use of pilot wire



B=BLACK R=RED G=GREEN P=PURPLE L1=LINE 1 L2=LINE 2 G=GROUND PW=PILOT WIRE

*The purple wire is only used if the device is connected to the CONVECTAIR Programmer.*

# How to Use Your Convectair Heater


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## 4.1. TURNING ON THE HEATER


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**Attention:** When switching on for the first time (or after a fairly long power outage) 00:00 is displayed, the time must be set. Any time the controls are used, the time display will return after 5s of inactivity




The Power On/Standby  button on the controller is used to start, or put into standby, the heating function of your device.


When the heater is turned on, the buzzer will sound and the screen and the Power ON/Standby Indicator light will turn green . In standby, the Power ON/Standby Indicator  turns orange.

The heat indicator  indicates that the appliance is heating up. It turns on and off according to the heating needs.


## 4.2. SETTING THE DESIRED TEMPERATURE

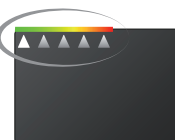
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The dial  allows you to increase or decrease the desired temperature.

This temperature can be stored as the Comfort setpoint by pressing the  button for 3 seconds.


For the temperature to reach its optimum value, it must stabilize for a few hours while keeping the room closed.



 During the adjustment, an indicator allows adjustment of the desired temperature based on its impact on power consumption. This setting is available in Comfort mode (manual or automatic).



## 4.3. AUTOMATIC OPERATION, « Auto » BUTTON


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Pressing the  button enables automatic operation by following your heating schedule (programming of the **Comfort** and **Eco** schedules).

 Your automatic adjustment preferences are stored by pressing the  button for 3 seconds. By default, the stored favourite temperature setting is: 19 °C (66 °F).


## 4.4. OPEN WINDOW DETECTION

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Pressing the  button enables or disables the open window function. This function automatically turns off the heater if a sudden drop in temperature is detected in the room (Ex: an open window or door).

## 4.5. MANUAL OPERATION, "MANUAL" BUTTON

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Pressing the  button overrides automatic operation of the device.

The automatic functions are disabled (scheduled programs), and the device can be set in one of the following modes:

**Comfort** mode (for adjusting the desired temperature)

**Eco** mode (recommended for short-term absences)


**Frost Protection** mode (recommended for absences greater than 24 hours)

## 4.6. HEAT BOOST OPERATION

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When the Heat Boost is operating, the heater power is at its maximum (2000 W).

A short push on the dial  immediately starts Heat Boost.

Turning the dial  increases or decreases the duration of the Heat Boost according to the preset intervals.

The preset intervals are: 15 minutes


30 minutes


1 hour

2 hours

### 4.6.1. CUSTOMIZATION OF DURATION

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After starting forced operation, a long press on the dial  (3 seconds) allows you to customize the operating time of Heat Boost by intervals of 1 minute.

A long press on the dial  (3 seconds) will save the customization for future use.

### 4.6.2. STOPPING HEAT BOOST

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A short press on the dial  stops Heat Boost operation.

 Putting the device into standby using the  Power On/Standby button stops Heat Boost operation.

#### 4.6.4. HEAT BOOST MAINTENANCE “NETT”

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To ensure optimal operation of the Heat Boost, a maintenance message will be displayed on the LCD screen of the thermostat after 90 hours of operation to indicate that the device should be cleaned.



Maintenance involves dusting the air inlets and outlets (refer to **Maintenance** section.)

#### 4.7. OTHER SETTINGS


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##### 4.7.1. ECONOMY MODE “ECO”

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Press  repeatedly until **Eco** mode is displayed.




To view the **Eco** setpoint, briefly turn the dial .

To modify the **Eco** setpoint temperature:

Press  for 3 seconds until the **Eco** setpoint temperature flashes.


Turn the dial  to modify.

Press the  button to save.


 In the event of a short-term absence (less than 12 hours), it is recommended to use this setting for maximum savings. It reduces the temperature by approximately 3.5 °C compared to the setpoint temperature for **Comfort** mode. The **Eco** setpoint cannot be set at a temperature higher than 19 °C.

##### 4.7.2. FROST PROTECTION MODE “HG”

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Press  repeatedly until the Frost Protection mode “HG” is displayed.



 For maximum savings, it is recommended to use this mode during long-term absences (more than 24 hours) to maintain the room at a temperature that will prevent freezing while maximizing energy savings.


The Power On/Standby function is accessible even when locked.

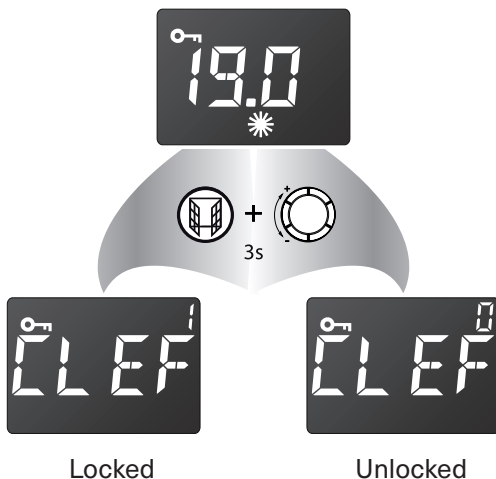
The Heat Boost function remains accessible when the thermostat is in simple lock, but not accessible in code lock.

### 4.7.3. SIMPLE PARENTAL LOCK

Press  and  simultaneously for 3 seconds to lock or unlock the keypad.

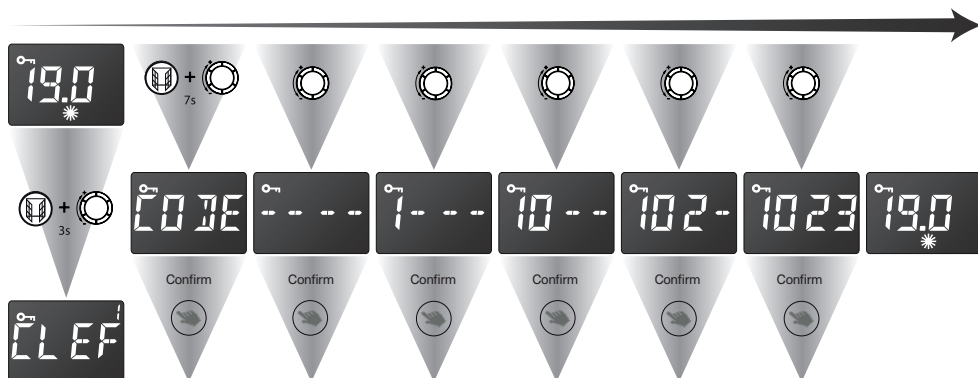
Only the Power On/Standby and Heat Boost functions remain accessible in Simple Parental Lock.


 This function allows you to block access to the device settings in order to prevent tampering.



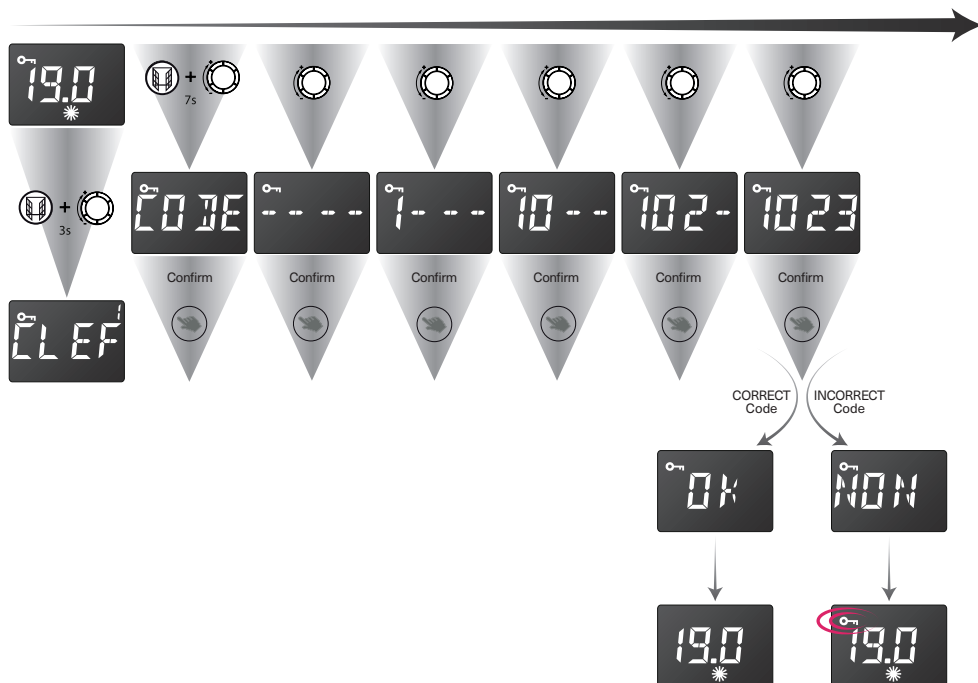
### 4.7.4. PARENTAL LOCK WITH CODE

#### To Lock



 It is **IMPORTANT** to remember this code. If you forget, you will no longer be able to lock/unlock the keypad without performing a factory reset (this will erase all customized programs and settings.)

## To Unlock



### 4.7.5. USAGE INDICATOR

The usage indicator slider provides information on the power usage based on the setting of the device.

Slider toward green: more energy savings  
Slider toward red : less energy savings



To optimize energy savings, it is advised not to exceed a temperature of 19 °C on average throughout the home.

#### 4.7.6. CONFIGURATION OF ADDITIONAL FUNCTIONS

This menu allows you to lock or unlock certain options and adjust certain settings.



Press to put your device on standby.

Simultaneously press the and buttons for 3 seconds.

When the screen displays , push the button for 3 seconds, the first setting screen appears.

To switch between settings, press the dial .

Setting Display	Meaning		Outcome
	Backlighting of the permanent screen OR limited to 10 seconds after the last setting change		Backlight always on
			Backlight 10 seconds
	Buzzer function: When this function is activated, the controller emits a sound for certain operations. The buzzer always remains active for the Power On/Standby button.		Buzzer disabled
			Buzzer enabled
	Temperature display in degrees Celsius or degrees Fahrenheit		Degrees Celsius
			Degrees Fahrenheit
	Limit Temperature Setpoint: When this function is activated, the Comfort temperature setting is limited. The temperature setpoint can only be changed by + or - 2 °C		Limit Setpoint disabled
			Limit Setpoint enabled

Return to user mode

## 4.8. SCHEDULED PROGRAMS

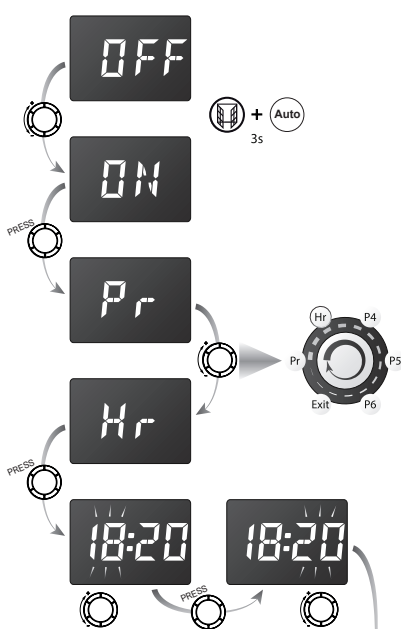
Scheduled programs: **OFF** ▶ programs are active, **ON** ▶ programs are not active

### 4.8.1. CLOCK SETUP

**i** To be able to use the programming, it is necessary to set the time and day of the device (factory setting 00:00). In the event of a power outage that lasts longer than 12 hours, the time and day of the device must be reprogrammed.



#### 4.8.1.A. TIME SETUP



Press the and buttons for 3 seconds to enter the programming menu.

Turn the dial to select **ON** displayed on the screen. Confirm by pressing the dial .

*(Choosing **OFF** exits this setting menu.)*

**Pr** is displayed.

Turn the dial to select the time-setting function **Hr** from the drop-down menu.

Modify the time by turning the dial and confirm by pressing the dial .

Modify the minutes by turning the dial and confirm by pressing the dial .

JO : LU = Monday,  
 JO : MA = Tuesday,  
 JO : ME = Wednesday,  
 JO : JE = Thursday,  
 JO : VE = Friday,  
 JO : SA = Saturday,  
 JO : DI = Sunday



To exit

#### 5.7.1.B. DAY SETUP



Change the day of the week by turning the dial (JO : LU = Monday, JO : MA = Tuesday, etc.) and confirm by pressing the dial .



To exit, turn the dial until EXIT is displayed in the drop-down menu. Confirm by pressing the dial .



## 4.8.2. PROGRAM SETUP


**i** This mode allows the automatic operation of your heater either at the **Comfort** setpoint or at the **Eco** setpoint.



To assign a program to each day of the week press the  and  buttons for 3 seconds to enter the programming menu.



Turn the dial  to select **ON** which is displayed on the screen. Confirm by pressing the dial .

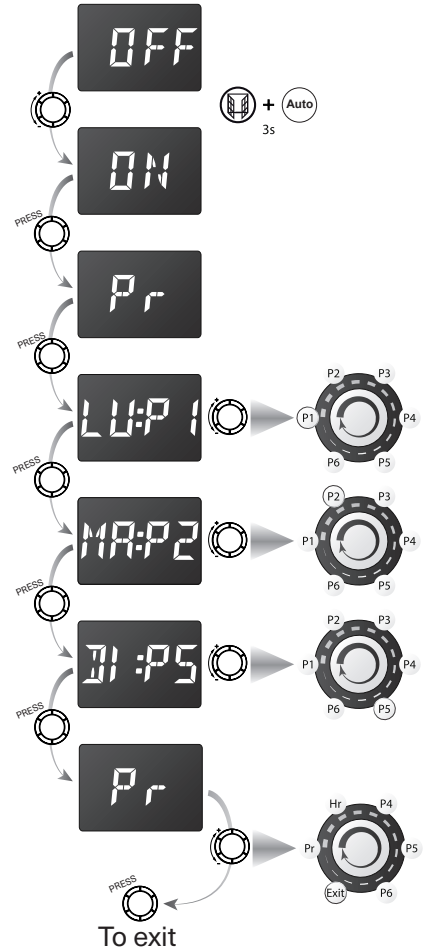
*Choosing **OFF** exits this setup menu and disables the program.*

**Pr** is displayed on the screen.

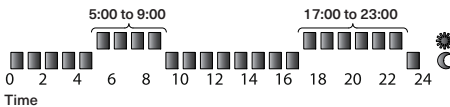
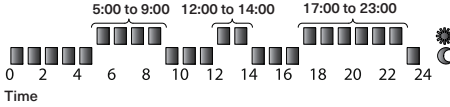
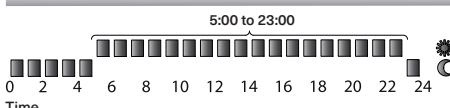
Confirm by pressing the dial .

Assign one of the programs (preset or personalized) to each day of the week by turning the dial . Confirm by pressing the dial .

To exit, turn the dial  until EXIT appears in the drop-down menu. Confirm by pressing the dial .








## Predefined (P1 - P2 - P3) and customizable programs (P4 - P5 - P6)


Preset program	Choice	Meaning
<p><b>Monday to Friday</b> P1</p> 	P1	Program P1 sets the Comfort setpoint temperature in the morning from 5:00 to 9:00 and in the evening from 17:00 to 23:00.
<p><b>Monday to Friday</b> P2</p> 	P2	The P2 program sets the Comfort setpoint temperature in the morning from 5:00. to 9:00, at noon from 12:00 to 14:00 and in the evening from 17:00 to 23:00.
<p><b>Weekend</b> P3</p> 	P3	The P3 program sets the Comfort setpoint temperature on weekends from 5:00 to 23:00.
<p>Customizable programs See 4.8.3</p>	P4 P5 P6	Programs P4, P5, and P6 allow you to customize the Comfort setpoint temperature time ranges as required.


### 4.8.3. CUSTOMIZABLE PROGRAMS P4-P5-P6


**i** This mode allows the daily automatic operation of your heater either in **Comfort** or **Eco** setpoint.



To assign a program to each day of the week press the  and  buttons for 3 seconds to enter the program menu.

Turn the dial  to select  which is displayed on the screen. Confirm by pressing the dial .

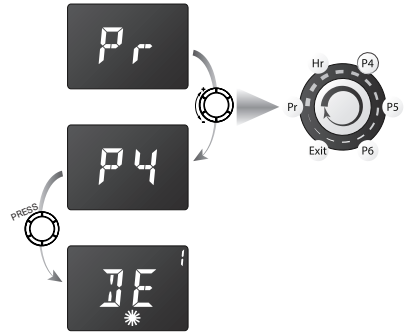
*(Choosing  exits this setup menu and disables the program.)*

 is displayed on the screen.

Turn the dial  to select one of the P4, P5 or P6 programs from the drop-down menu.

Assign one of the programs (here program P4 is chosen as an example) by turning the dial . Confirm by pressing the dial .


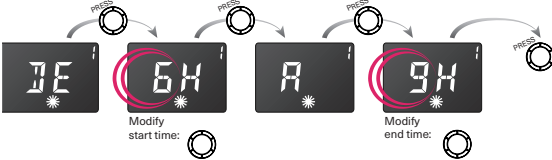

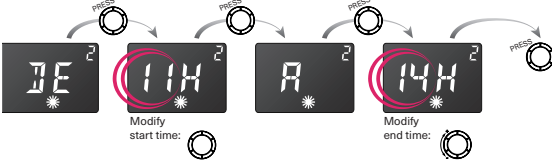

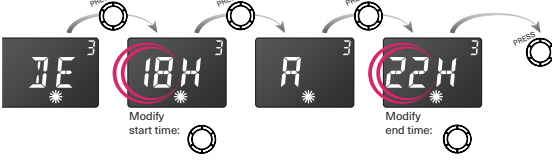
This allows you to define specific time slots either in Comfort mode or in Eco mode (See example on next page).





# Establishing a personalized program, example: P4

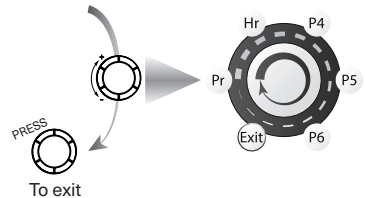
The example shown below is for Monday «LU: P4».

The **Comfort** setpoint temperature is needed for three different time periods: in the morning from **6:00 to 9:00**, at noon from **11:00 to 14:00** and in the evening from **18:00 to 22:00**.

Ex: from 6:00 to 9:00	Choice: range 1	Outcome
		Period 1 from 6:00 to 9:00 is confirmed. The menu automatically transitions to the next time period.
Ex: from 11:00 to 14:00	Choice: range 2	Outcome
		Period 2 from 11:00 to 14:00 is confirmed. The menu automatically transitions to the next time period.
Ex: from 18:00 to 22:00	Choice: range 3	Outcome
		Period 2 from 18:00 to 22:00 is confirmed. The display shows Pr. Customize P5 or P6 or choose Exit.

Repeat these steps for programs P5 and P6.  
You can keep the previously set program or modify it.

To exit, turn the dial  until EXIT appears in the drop-down menu. Confirm by pressing the dial .



#### 4.9. RETURN TO FACTORY SETTINGS


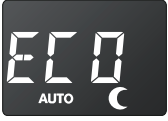




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A very long press (10 seconds) of the  button will return the controller to the factory settings:

Comfort	19°C
Eco	15.5°C
Open Window Detection	Enabled
Lock (simple or with code)	None
Backlight	10 seconds
Buzzer	Enabled
Temperature unit	°C
Limit Temperature Setpoint	Disabled
Programs	None





#### 4.10. CONVECTAIR PROGRAMMER COMMANDS

*This section is only applicable to installations where the a CONVECTAIR Programmer is linked to the heating system through the use of the pilot wire.*

Command	Meaning	Setting Display
COMFORT	Desired room temperature (19.0°C shown)	
ECO	3.5 °C temperature reduction for economical operation (15.5°C shown)	
COMFORT -1	Decrease the temperature by 1 °C (18.0°C shown)	
COMFORT -2	Decrease the temperature by 2 °C (17.0°C shown)	
FROST PROTECTION	Lowering the temperature for frost protection	
HEAT OFF	Switching off the heater	

**i** If Manual mode is activated on the heater, programs and commands sent from the Programmer will not be applied. Only the **Frost Protection** and **Heat Off** commands sent by the Programmer take priority. To indicate this, the **AUTO** symbol flashes.

# Troubleshooting

NATURE	VERIFICATION	ACTION
<p>The heater does not emit heat</p>	<ul style="list-style-type: none"> <li>■ Make sure the digital screen is on</li> </ul>	<ul style="list-style-type: none"> <li>■ Press .</li> <li>■ Press  repeatedly until you reach the Comfort mode.</li> </ul>
	<ul style="list-style-type: none"> <li>■ If the screen is still not on</li> </ul>	<ul style="list-style-type: none"> <li>■ Make sure that the circuit breakers are on. If the circuit breakers are on, switch off the circuit breakers for at least 5 minutes, check that the air inlets and outlets are not blocked, and turn the unit back on.</li> <li>■ If after trying these procedures, your appliance still does not work or if the problem repeats, call CONVECTAIR or the nearest CONVECTAIR Service Center.</li> </ul>
	<ul style="list-style-type: none"> <li>■ Ensure that the open window function is not enabled or that a window or a door is not open in the room.</li> </ul>	<ul style="list-style-type: none"> <li>■ Close the door and / or window, reset the function by pressing  twice in a row.</li> </ul>
	<ul style="list-style-type: none"> <li>■ The digital display screen is active, the heat indicator is off.</li> </ul>	<ul style="list-style-type: none"> <li>■ Check the temperature setpoint.</li> <li>■ Ambient temperature does not require heat output.</li> <li>■ The heater is in Eco mode.</li> </ul>
<p>The heater emits heat constantly</p>	<ul style="list-style-type: none"> <li>■ Check that the temperature setting has not been changed.</li> <li>■ Check that the appliance is not located near an open door and / or in a draft.</li> </ul>	<ul style="list-style-type: none"> <li>■ Set the temperature again.</li> <li>■ Close the door or remove the draft.</li> </ul>
<p>The device does not follow the program</p>	<ul style="list-style-type: none"> <li>■ Check whether the program function is on</li> <li>■ Check the programming</li> </ul>	<ul style="list-style-type: none"> <li>■ Turn on the program function</li> <li>■ Follow program setup instructions.</li> </ul>
	<ul style="list-style-type: none"> <li>■ Heater requires cleaning. See Maintenance section.</li> </ul>	
<p>IN ALL OTHER CASES, CONTACT A QUALIFIED PERSON</p>		

# Overheat Protection

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The Calypso is equipped with two safety cut-outs which shut off the fan and the heating element in case of overheating.

To reset the safety cut out:

1. Shut off the power to the heater at the breaker.
2. Check the heater and correct the cause of overheating (blocking, covering or dust). Clean the grilles and filter screen if they appear dirty.
3. Wait 5 minutes, turn the power back on at the breaker and start the heater to check that it operates properly.

# Maintenance

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For best performance and maximum efficiency of the appliance, regular maintenance is required. To remove dust on the outside of the heater and on the grilles, use a soft cloth. To remove a stain, dampen the cloth. To remove dust and debris that accumulate inside the heater, remove the filter screen, vacuum it, and put it back before operating the unit.

**NEVER USE ABRASIVE OR ACETONE-BASED PRODUCTS, AS THEY COULD DAMAGE THE EPOXY COATING.**

**ALL SERVICING ON CONVECTAIR APPLIANCES MUST BE CARRIED OUT WITH THE POWER OFF, AND BY QUALIFIED AND AUTHORIZED PERSONNEL.**

## Recommendations and Advice

Your **CONVECTAIR** heater becomes hot during use. Particular care must be taken in order to educate young children.

Do not insert objects into the openings of the grilles; this could cause short circuits, fires or damage to devices.

Any other use not recommended by **CONVECTAIR** may cause short circuits, fires or injury to users.

In some conditions, the grille of the devices may turn yellow after some time. This phenomenon is not due to a manufacturing defect. Rather, it is caused by the ambient air which contains fumes or suspended particles, which are heated and then exhausted through the grille. This phenomenon is particularly visible on «pure white» devices and can cause severe discolouration.

**Prevention: it is advisable to clean the grills frequently, especially for appliances installed in places exposed to cigarette smoke or in the kitchen. CONVECTAIR devices must never be used during construction work or other activities which generate a lot of dust.**

When switching on the **CONVECTAIR** for the first time, a slight smoke may emerge from it. This phenomenon is quite normal and will go away on its own after 2 or 3 minutes of operation of the device.



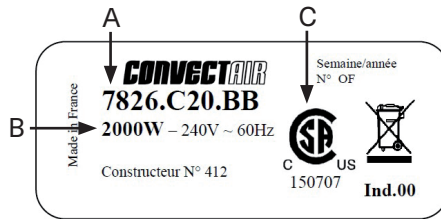
# Identifying Your Device

## IMPORTANT: PRODUCT INFORMATION APPEARS ON THE RATING LABEL.

The rating label is placed on an internal side of the appliance near the supply grille, to allow for identification of the heater.

It includes:

- The complete model number (A), which must be included in any warranty claim.
- Its power in Watts (B).
- Standard certification (C).



# Warranty

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## **2 years against all defects / 5 years on the heating element.**

All CONVECTAIR devices have a dual warranty: two years against defects in materials and workmanship on all parts, and five years on the heating element itself.

They are applicable from the date of purchase by the consumer and under the conditions specific to them. Full details are provided with each device.

**Please keep your purchase and/or installation invoice.**

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### **SERVICE CENTRES:**

To find the nearest Service Center, visit our website ([www.convectair.ca](http://www.convectair.ca)) or contact CONVECTAIR customer service at the following number: **1 800 463-6478**

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Share the warmth and leave a review.  
**[convectair.com/sharethewarmth](https://convectair.com/sharethewarmth)**

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In keeping with our policy of continuous product improvement, we reserve the right to make changes without notice.

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