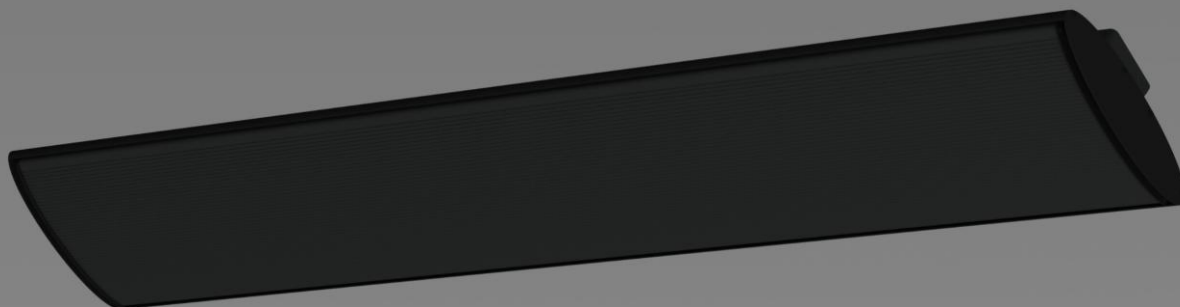


INSTALLATION, OPERATION AND MAINTENANCE MANUAL

Radiant Infrared Electric Heater



Aura Shadow No-Light Electric Heater

MODELS	VOLTAGE (V)	TOTAL POWER (W)	CURRENT(AMPS)
DS15120B	120	1500	12.5
DS24240B	240	2400	10
DS24208B	208	2400	11.5
DS32240B	240	3200	13.3
DS32208B	208	3200	15.4



FIRE/EXPLOSION HAZARD WARNING



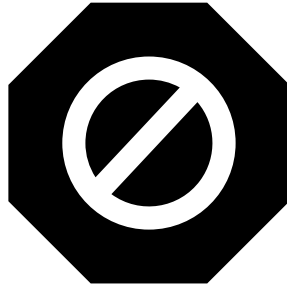
NOT FOR USE IN HAZARDOUS OR EXPLOSIVE ATMOSPHERES

During operation, always ensure combustible materials are kept at a safe distance from the heater body and from the emitted radiant energy. This heater is not intended for use in hazardous areas where flammable vapours, gases, liquids or other combustibles are present. Failure to do so can result in personal injury/or property damage.



**FOR OUTDOOR COVERED OR INDOOR USE, IN BOTH COMMERCIAL AND
RESIDENTIAL LOCATIONS IN MODERATE CLIMATES**

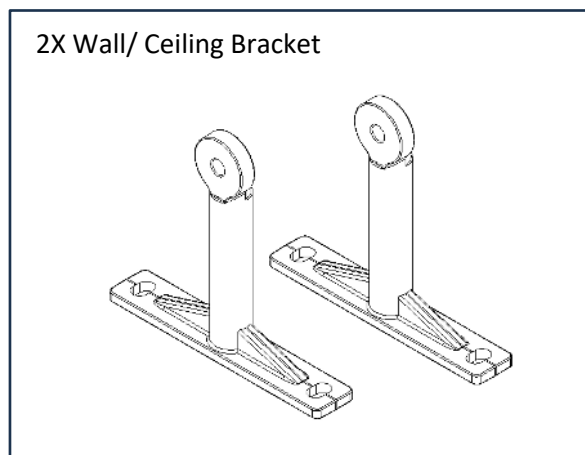
INFORESIGHT CONSUMER PRODUCTS INC. * 125 TRADERS BLVD #4 * MISSISSAUGA, ONTARIO * 905-568-7655



STOP!

Once this product is installed, it cannot be returned. To qualify for return, the unit must include original packaging and all accessories.

Please confirm all accessories are present during first unboxing!



For Technical support, do not uninstall the heater!

We can't troubleshoot if the heater is removed! Warranty will not be provided without physical troubleshooting. For service support, contact your product dealer or distributor with the following information:

1. A copy of your sales receipt
2. A picture of the heater, showing distances to the ceiling and nearby walls
3. A picture of the rating label on the back of the heater
4. A brief description of the issue

TABLE OF CONTENTS

SAFETY	4
1 - INSTALLATION INSTRUCTIONS.....	6
1.1 INSTALLATION CLEARANCES	6
1.2 INSTALLATION ON ANGLED CEILINGS	7
1.3 INSTALLATION ON HIGH CEILINGS	7
1.4 ELECTRICAL INSTALLATION	8
1.5 WALL-MOUNTED INSTALLATION	8
1.6 CEILING MOUNTED INSTALLATION	9
1.7 ADJUSTING DIRECTIONAL POSITIONING.....	9
2 - MAINTENANCE.....	10
2.1 CLEANING	10
3. WARRANTY	10



WARNINGS



THIS ELECTRIC APPLIANCE PRODUCES INFRARED HEAT, FAILURE TO FOLLOW WARNINGS AND INSTRUCTIONS CAN CAUSE FIRE, ELECTRIC SHOCK, OR INJURY.



Heater must be installed by a certified electrician and installation must adhere to all local, state and national electric codes.



READ AND SAVE THESE INSTRUCTIONS

Please read this owner's manual carefully before using the unit and keep this manual for future reference.

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.

Notice: Changes or modifications not approved by the party responsible for compliance will void the user's authority to operate the equipment.

IMPORTANT INSTRUCTIONS

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following outlined in section 1 – SAFETY. **Read all instructions before installing or using this heater. This heater must be used strictly according to these instructions.**

1 - SAFETY



WARNING: FIRE OR EXPLOSION HAZARD



- **This product must be installed by a certified electrician and must adhere to all local, state, provincial and national electric codes (NEC/ CEC). No cable is supplied with the heater. Use supply wires rated for at least 105°C / 221F!**
- Failure to precisely follow safety warnings could result in serious injury or property damage.
- This heater has hot surfaces and arcing or sparking parts inside. Do not use the heater in areas where gasoline, paint or flammable vapors or liquids are used or stored.
- Check if the voltage indicated on the nameplate of the appliance corresponds to the local mains voltage before connecting the appliance.
- Specified minimum clearances from front, sides, bottom and back of unit must be met. Failure to meet clearance minimums can result in fire.
- **Heater is not to be recessed!**
- Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, curtains, etc. at least 6 feet (1.8m) from the front of the heater and keep them away from the sides and rear.
- Do not direct the radiant part of the heater towards the ceiling.
- This heater is not to be installed or used in an area containing hazardous or flammable materials including but not limited to rags, fabrics, spray or aerosol cans, cleaning compounds, plastic containers, paper products, organic dusts, straw/hay, gasoline, kerosene, lighter fluid, etc.
- To prevent a possible fire, do not block air intakes or exhaust in any manner.
- Do not allow combustible materials contact the heater due to wind or other environmental factors.
- 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 to the heater.
- Do not cover the heater in any manner, do not hang clothing on or near the heater.
- **Caution!** Do not use the heater together with another appliance connected to the same supply line or connected to the same breaker.
- This heater must be properly grounded.
- The power cord must not be left on or around the heater body.
- **WARNING!** This heater is not equipped with a thermostat or temperature control device. Do not install the heater in an enclosed space. If installed indoors, consult national electric code, Canadian electric code to determine if temperature control is required.
- Remove all packaging materials, including emitter anti vibration inserts prior to using the heater.
- Heater is not for use in bathrooms, laundry areas or other locations where unit could fall into water.
- **DO NOT MOUNT THE HEATER VERTICALLY!** Heater must be installed so the elements are horizontal. Failure to mount the unit horizontally will cause premature failure of the elements. **Mounting the heater vertically will void the warranty.**
- Do not use the heater if it has been dropped or damaged in any way. Ensure the emitter is not cracked or chipped visually. Contact an authorized Aura dealer for support.

- Do not install this product directly below a receptacle or wall socket outlet.
- Do not use the heater if the power cord is damaged. Contact an authorized servicer or qualified electrician to replace the cord prior to use.
- Unplug the appliance when it is not in use for long periods of time, or for cleaning and maintenance.
- The heater must be installed at level on a flat, stable surface, rigid enough to safely withstand the weight of the heater and the heater must not be covered by any flexible material, such as carpets, plastic or fabric.

CLEANING AND MAINTENANCE

- To avoid property damage, personal injury or death due to electrical shock DO NOT service the unit without turning the unit OFF and disconnecting the heater from the main power supply.
- Before cleaning the unit or replacing the emitter, turn off the main power. Make sure the heater and/or the emitter is cool before handling.
- Service must be performed only by a qualified service technician.

OPERATION

- **Caution! Risk of scald injury!** This heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces.
- 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.
- Never leave the heater unattended while it is operating.
- Do not operate any heater after it malfunctions. Disconnect power at service panel and have heater inspected by an electrician before reusing.
- Do not use the heater to light cigarettes or similar materials.
- Do not insert objects in heater openings. Electrical shock could result.
- To disconnect heater, turn controls to off, and turn off power to the heater circuit at the main disconnect panel.

SAVE THESE INSTRUCTIONS

2 - INSTALLATION INSTRUCTIONS

Heater installation must be carried out by qualified personnel in compliance with local National Codes (NEC) as well as any other applicable standards. Failure to comply with applicable requirements could result in personal injury and/or property damage. Wiring procedures and connections shall be made in accordance with national and local electrical codes having jurisdiction.

AURA infrared panel heaters produce both radiant and convective heat that warms people and the air around them. This heater includes standard 4" brackets which allow the user to direct the radiant heat where desired.

To reduce the risk of fire, do not store or use gasoline or other flammable vapors and liquids in the vicinity of the heater.

2.1 INSTALLATION CLEARANCES



DANGER FIRE HAZARD



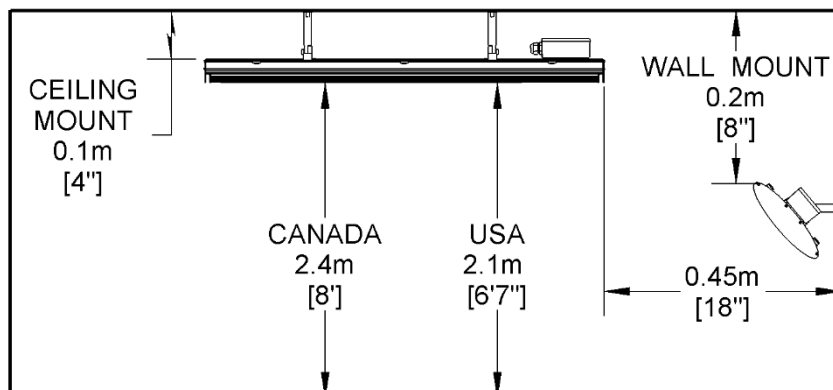
The minimum clearances indicated on the nameplate and in the user manual must be observed at the time of installation. Clearances are based on a surface temperature of 194F (90°C). building materials with low heat tolerance may be subject to degradation at lower temperatures. It is the installer's responsibility to assure adjacent materials have sufficient heat tolerance. Mount heaters at least 36" apart.

CAUTION: High temperatures are present, risk of fire! Keep electrical cords, drapery, furnishings and other combustibles at least 6 feet (1.8m) from the front of the heater and away from the sides and rear.

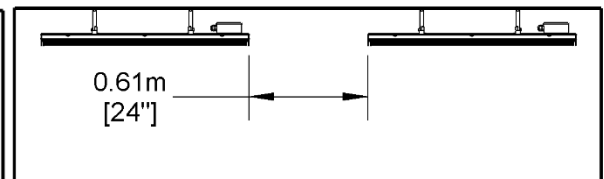
This heater works best when installed 8' in Canada, and 7' in USA when measured to the bottom of the heater. The minimum mounting height in Canada is 8', and 6'7" in USA measured to the bottom of the heater. In outdoor environments it is not recommended to mount the bottom of the heater above 8'. This heater is supplied with a standard 4" bracket. Additional mounting brackets are available at lengths of 1', 2' and 4' (0.3m, 0.6m and 1.2m) to satisfy optimal mounting height

Heater Model	Minimum Mounting Height	Ceiling Clearance, wall mount	Ceiling clearance, Ceiling mount	Adjacent Walls
DS15120B DS24240B DS24208B DS32240B DS32208B	6'7" (2.1m) – USA 8' (2.4m) - CANADA	8" (0.2 m)	4" (0.1 m)	18" (0.45 m)

HEATER CLEARANCES



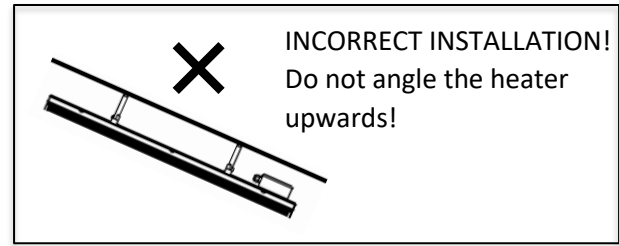
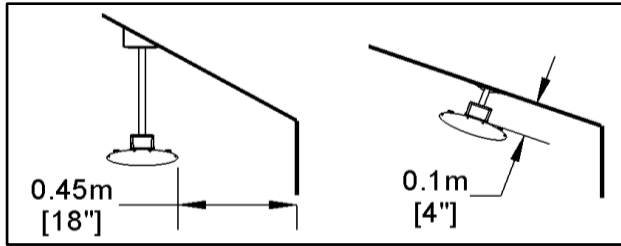
DISTANCE BETWEEN HEATERS



FIRE HAZARD!

**HEATER MUST NEVER BE POINTED TOWARDS WALLS OR CEILINGS!
HEATER MUST POINT STRAIGHT DOWN WHEN CEILING MOUNTED!**

2.2 INSTALLATION ON ANGLED CEILINGS



When ceiling mounting using included brackets, always mount heater parallel to the ceiling! To angle heater towards the floor, use suspension brackets to space heater away from ceiling. Installer to create flat mounting surface on angled ceiling to affix brackets to.

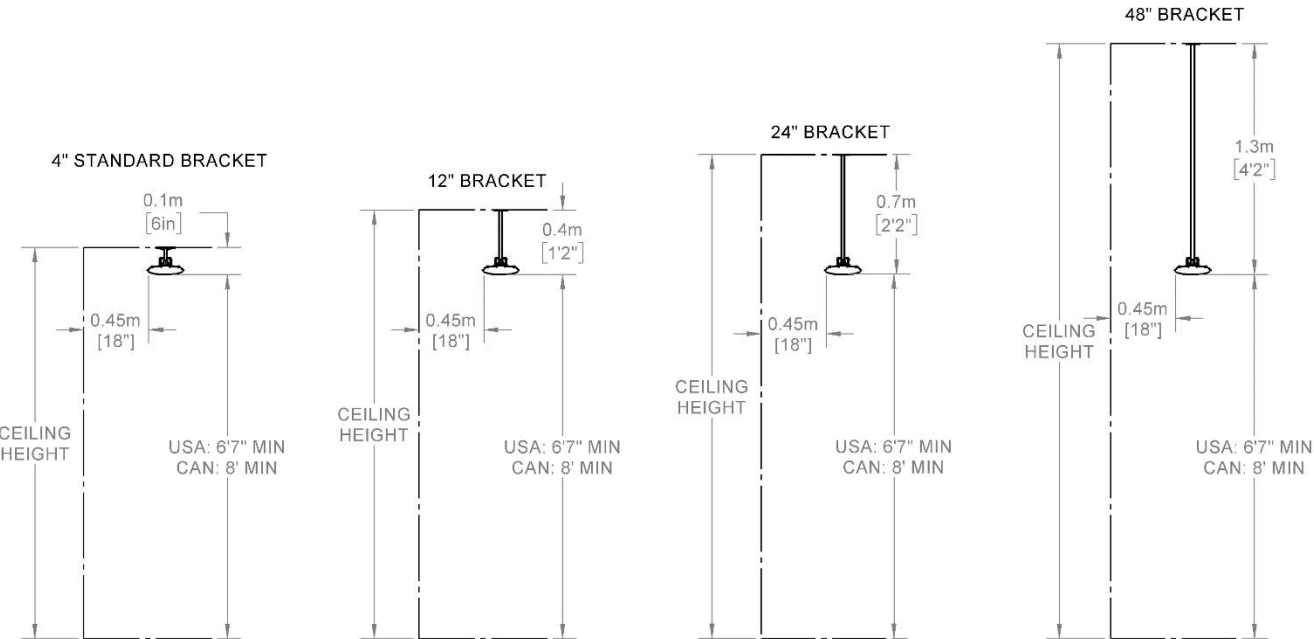
2.3 INSTALLATION ON HIGH CEILINGS

When installing the heater on high ceilings, it is highly recommended to suspend the heater to ensure optimal heating performance. In outdoor environments it is not recommended to mount the bottom of the heater above 8' in CANADA and 7' in USA. This section will help the installer select an optimal extension bracket to ensure the heater is installed at the optimal height.

Use the charts below to help select an appropriate suspension bracket to maintain 8' mounting height in CANADA and 7' mounting height in USA.

USA	Suspension bracket selection for 6'7" minimum mounting height PER UL 2021			
	Ceiling Height			
Ceiling Height, Inches	7' - 7'9	7'9" - 8'9"	8'9" - 10'9"	10'9" or greater
Extension Bracket to use: ALL units: 1500 / 2400 / 3200 W	Standard 4" bracket	12" bracket	24" bracket	48" bracket

CANADA	Suspension bracket selection for 8' minimum mounting height PER CSA 22.2 NO.46			
	Ceiling Height			
Ceiling Height, Inches	8'6" – 9'2"	9'2" - 10'2	10'2" - 12'2"	12'2" or greater
Ceiling Height, Meters	2.4m – 2.8m	2.8m – 3.1m	3.1m - 3.7m	3.7m or greater
Extension Bracket to use: ALL units: 1500 / 2400 / 3200 W	Standard 4" bracket	12" bracket	24" bracket	48" bracket



2.4 ELECTRICAL INSTALLATION

Safety Precautions

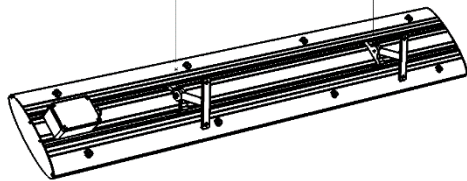
1. Each power supply circuit must be properly grounded.
2. Use a certified ground fault protection device for wet environment installations.
3. Use a proper electrical connection box.
4. Supply voltage and frequency must correspond to the electrical rating indicated on unit's information plate.

2.5 WALL-MOUNTED INSTALLATION

NOTE: This heater must be installed with overhead cover when used outdoors. This heater is not recommended for use outdoors in northern climates and is the heat is susceptible to wind loss!

1. Take the heater out of the box and remove all protective foam inserts.
2. The heater comes with standard 4" brackets. Spacing between the brackets must be between:

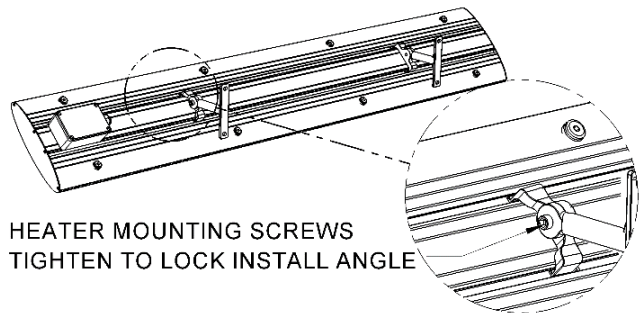
3200W: 48" TO 30" (1.2m TO 0.75m)
2400W: 36" TO 20" (0.9m TO 0.5m)
1500W: 18" TO 10" (0.45m TO 0.25m)



3. Select the installation location on the wall by identifying the studs or structural beams that will allow the heater to be securely attached.

WARNING: Ensure minimum clearances outlined in section 2.1 are met.

4. Securely fasten the brackets to the mounting surface. **NOTE:** Wall bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit and take into consideration any wind load conditions.



CAUTION: If there is any question regarding security of the bolts and fixtures, contact a professional contractor.

5. Mount the heater to the brackets with the terminal box at the right side of the heater using the screws provided.
6. Adjust the heater to the desired directional angle, then fix in this position by tightening the fixing bolts on the brackets at the back of the heater.
7. Secure the electrical supply cable so it does not contact the heater body or obstruct the air vents. Follow local and national electrical code requirements.

The angles of attachment are 20° to 70°, measured from the mounting wall.

2.6 CEILING MOUNTED INSTALLATION



WARNING

Heater should be hung using rigid mounting brackets, the unit must not be able to swing in any direction under applied load from wind or persons. The unit must be installed using the supplied brackets or Aura Shadow extension brackets.

1. Secure the heater to the mounting brackets using nuts and washers provided.
2. Select the installation location on the ceiling by identifying the studs or structural beams that will allow the heater to be securely attached.
NOTE: ceiling bolts or anchors are not supplied. Select an appropriate size to provide adequate support for the weight of the unit, while taking into consideration any wind load conditions:
 - a. Model # DS15120B – 12.5lbs
 - b. Model # DS24240B - 17.5lbs
 - c. Model # DS24208B - 17.5lbs
 - d. Model # DS32240B - 22lbs
 - e. Model # DS32208B - 22lbs
3. Attach the unit to the ceiling using the ceiling brackets and user selected bolts.
4. The heater can be hung vertically or pointed at a maximum angle of 45° from vertical.
5. Secure the electrical supply cable so it does not contact with the heater body or cover the heater air vents.

NOTICE: NEVER direct the infrared heat produced by the appliance at an adjacent wall.

2.7 ADJUSTING DIRECTIONAL POSITIONING



WARNING

Never attempt to move or adjust the heater angle while it is running. Personal injury could result.

1. Turn off the heaters electrical supply line from the main power supply.
2. Allow the heater to cool before adjusting the angle.
3. Loosen the fixing bolts on the brackets at the back of the heater; adjust the heater as desired, then re-tighten the fixing bolts.

Notice: The unit produces radiant heat in addition to heating air in the environment it is installed. Install this heater at an angle which points the front face of the heater at the target area to be heated. Do not point the heater at windows or at vacant spaces, as the heat will not be delivered to the occupants.



INCORRECT



CORRECT

3 - MAINTENANCE



WARNINGS



1. Allow the heater and the emitter to cool down before handling.
2. Installation and maintenance must be performed by a qualified technician.
3. Turn off the power before beginning maintenance.
4. Do not attempt to service or repair the unit while it is running.
5. Should the heater be dropped or damaged or malfunction at any time, immediately turn off the main power source and do not use it until it has been examined by an authorized service facility.

3.1 CLEANING

To remove dust or dirt on the heater, follow these steps:

1. Disconnect the heater from the main power supply.
2. Ensure the heater is cool before cleaning.
3. Carefully wipe the front face of the heater with a soft, lint-free cloth with a cleaning solution.

4 - WARRANTY

Visit <https://www.auraheaters.com/> for up-to-date warranty policies.

Due to ongoing product improvements, specifications and dimensions are subject to change and correction without notice and without incurring obligations. Determining the application and suitability for use of any product is the responsibility of the installer. Additionally, the installer is responsible for verifying dimensional data on the actual product prior to beginning any installation preparations.

Incentive and rebate programs have precise requirements as to product performance and certification. All products meet applicable regulations in effect on date of manufacture; however, certifications are not necessarily granted for the life of a product. Therefore, it is the responsibility of the applicant to determine whether a specific model qualifies for these incentive/rebate programs.

Manual Revision: B1: 2025-09-30