AENO

SEASONAL

reddot winner 2025

AENO™ Premium Eco Smart Space Heater with REAL FIRE effect

Models: AFH0001S, AFH0002S, AFH0001S-UK, AFH0002S-UK, AFH0001S-SA, AFH0002S-SA

(including the above models with the "-A" suffix)

Version 1.0.2 | September 2026

Introduction

The AENO™ Premium Eco Smart Space Heater with REAL FIRE effect (hereinafter referred to as the heater or device) is designed to heat and humidify air in residential and office premises.

This Manual provides a detailed description of the device and its accessories, as well as instructions for its installation, use, and maintenance.

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Responsibility and Technical Support

This document has been prepared in accordance with all necessary legal requirements and contains detailed, complete, and comprehensible information on the use and maintenance of the device. The information is up-to-date as of the date indicated in the document. Strict adherence to the instructions contained herein is a basic requirement for the correct, reliable and safe operation of the device.

This Manual, as well as the Quick Start Guide, are an integral part of the device and shall always be available to the user as reference documentation.

ASBISC reserves the right to modify the device and make changes to this document without prior notice to users and is not responsible for any negative consequences arising from the use of an outdated version of the document, as well as for any possible technical and typographical errors or omissions, or for any accidental or indirect damage that may arise as a result of the transfer of this document to third parties or improper use of the device.

In case of any textual discrepancies in the language versions of the document, the Russian version of this Manual shall take precedence.

ASBISC makes no warranties regarding the material contained herein, including, but not limited to, the merchantability and fitness of the device for a particular purpose.

For any technical questions, contact your local ASBISC representative or the technical support department via the feedback at **aeno.com/service-and-warranty**. The most common issues are described in Section 9, “Troubleshooting”, of this document.

You can download the latest version of this Manual at **aeno.com/documents**.

User information, including personal data, is protected from unauthorized access and disclosure in accordance with GDPR requirements [1]. You can read the Privacy Policy at **aeno.com/privacy-policy**.

[1] See Section 10, “Glossary”.

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Compliance With Standards

This device complies with applicable safety requirements.

The device is CE certified and meets the requirements of the following legal acts of the European Union:

- Electromagnetic Compatibility Directive 2014/30/EU;
- Low Voltage Directive 2014/35/EU;
- Radio Equipment Directive 2014/53/EU;
- Ecodesign Directive 2009/125/EU;
- Directives 2011/65/EU and 2015/863 on the restriction of the use of certain hazardous substances in electrical and electronic equipment (RoHS).

The device meets the ECAS (Emirates Conformity Assessment Scheme) labeling requirements for sale in the United Arab Emirates.

The device meets the UKCA labeling requirements for sale in the United Kingdom.

This device complies with the following requirements of the EAEU Technical Regulations:

- TR CU 020/2011 “Electromagnetic compatibility of technical devices”;
- TR EAEU 037/2016 “Limiting hazardous substances in electronic devices and radio equipment”;
- TR CU 004/2011 “Safety of low voltage equipment”.

The device meets the requirements of the technical regulations of Ukraine.

This symbol means that when disposing of the device, its batteries and accumulators, as well as its electrical and electronic accessories, you must follow the Waste Electrical and Electronic Equipment (WEEE) regulations[1] and waste battery and accumulator regulations.

[1] See Section 10, “Glossary.”

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According to the rules, this equipment must be disposed of separately at the end of its service life. Do not dispose of the device, its batteries and accumulators, or its electrical and electronic accessories together with unsorted household waste, as this will harm the environment.

To protect the environment and human health, used electrical and electronic equipment shall be disposed of in accordance with approved guidelines for safe disposal.

Simplified Declaration of Conformity

Hereby, ASBISC declares that the device described in this document meets the requirements of Directive 2014/53/EU. The full text of the Declaration of Conformity is available at:

aeno.com/documents/fh1s-fh2s

	AE	AT	BA	BE	BG	CH	CY	CZ	DE	DK	EE	FI
	FR	GB	GR	HR	HU	IE	IT	KZ	LT	LV	MT	NL
	NO	PL	PT	RO	RS	SA	SE	SI	SK	TR	UA	ZA

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Limitations and Warnings

Carefully read the information contained in this section of the document before using the device. Keep this document for future reference.

ATTENTION!

Warnings, precautions, and instructions contained herein do not describe all possible hazardous situations. Use common sense when using the device.

ATTENTION!

Careless use of the device and failure to follow the operating instructions described in this Manual may result in injury, fire, and/or property damage, as well as voiding the warranty.

The device shall be used only in domestic environments and for its intended purpose, in accordance with the description provided in this document. The device is not intended for industrial use.

Warning Symbols and Signs

Hot surface! Risk of burns from contact with the heating surface! Do not touch the device casing until it has cooled down completely! **Prevent the power cord from coming into contact with the device casing!**

Do not cover the heater and do not dry clothes or any other items on it to avoid overheating and the risk of fire!

The device is intended for indoor use only.

Do not disassemble the device or attempt to repair it yourself. This may result in electric shock or other injuries and will void the manufacturer's warranty.

Read the operating instructions carefully.

The device can be broken or damaged if handled carelessly.

Keep the packaging and the device away from moisture.

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Packaging labeling indicating recyclability

Eco-labeling of the packaging, indicating that it can be recycled.

Labeling, indicating that the outer packaging of the device (box) is made of corrugated cardboard.

Labeling, indicating that the inner packaging of the device (film) is made of biodegradable plastic.

The packaging of the device can be disposed of with household waste.

This symbol is used in France and indicates that the product and its packaging are recyclable.

These symbols are used in Spain and Portugal and indicate that the outer packaging of the device (box) is made of recyclable cardboard and should be disposed of in a blue recycling bin.

These symbols are used in Spain and Portugal and indicate that the inner packaging of the device (film) is made of compostable plastic and should be disposed of in a brown recycling bin.

SCATOLA ESTERNA PAP 20 –
RACCOLTA CARTA

PELLICOLA BIOPOLIMERICA OTHER 7 * –
RACCOLTA ORGANICO

* Conforme alla norma NF T51-800
TA8021702099 OK COMPOST HOME TÜV
VERIFICA LE DISPOSIZIONI DEL TUO COMUNE

This labeling text is used in Italy and indicates the following packaging features:

- The outer packaging (box) is made of recyclable corrugated cardboard and should be disposed of in the paper recycling bin;
- The inner packaging (film) is made of compostable plastic and should be disposed of in the organic waste bin. The material meets the NFT51-800 requirements.
  Certificate number: TA8021702099 OK COMPOST HOME TÜV.

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Rules for safe device installation

ATTENTION!

Install the device strictly in accordance with the instructions set forth in this document.

ATTENTION!

Do not place the heater directly under or above a power outlet.

ATTENTION!

Do not install the heater on carpets or heated floors!

1. If the device has been transported and/or stored at low temperatures, leave it at room temperature for 2 hours before use.
2. The device is intended **for indoor use only**.
3. Do not install the device in commercial, industrial, or agricultural areas, or in premises with a high concentration of explosive or flammable substances, in dusty environments, or in conditions that may cause corrosion of its materials.
4. Do not place the device in areas with high noise levels or high-frequency interference.
5. Install the device only on a flat, stable horizontal surface.
6. Do not install the device in areas accessible to children and pets.
7. Place the heater at least 1 meter away from any fabrics, furniture, decorations, and other flammable materials.
8. Do not place the device near a bathtub, shower, or any other water source.
9. Do not cover the power cord, route it under furniture, appliances, carpets or floor coverings, or in places where it can be tripped over.

Safe Use Rules

ATTENTION!

The device may only be used if the rules described in this manual are followed.

ATTENTION!

Hot surface! Risk of burns from contact with the heating surface! Do not touch the heater casing until it has cooled down completely! **Prevent the power cord from coming into contact with the heater casing!**

ATTENTION!

Do not cover the heater and do not dry clothes or any other items on it to avoid overheating and the risk of fire!

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ATTENTION!

Do not use the device if there are signs of damage on its casing.

1. The device and the **AENO** app are not intended for use by children or persons with limited physical, mental, or intellectual abilities if they lack sufficient experience or knowledge for proper operation of the device, or if they are not supervised by a person responsible for their safety.
2. Children under 8 years of age must not be near a working device, plug it in or unplug it, clean it, or attempt to disassemble it.
3. Do not let children play with the device and its accessories.
4. Do not use the device in small rooms where people who are present cannot leave the room on their own, unless constant supervision is provided by a person responsible for their safety.
5. Before plugging the device in, ensure that the rated voltage and frequency indicated in the technical specifications match the parameters of the power supply.
6. When plugging the device in, make sure that the plug of its power cord fits snugly into the outlet.
7. Always make sure that the power cord is not twisted, bent, pinched, or in contact with hot, sharp objects or heat sources.
8. Ensure quick disconnection of the device from the power supply is possible.
9. Do not use an extension cord to connect the device to the power supply – connecting the device to the same outlet with other electrical appliances may overload the power grid and cause a fire.
10. Unplug the device if it is not used for a long time.
11. Do not leave the device unattended while it is plugged in.
12. Do not expose the device to direct sunlight or temperatures outside the permissible values specified in this document for operation and storage.
13. Do not expose the device to moisture, oils, chemical and organic liquids, or vibration.
14. **Use the heater at a distance of at least 1.5 meters from people and animals.**
15. Touch the device with dry hands only.
16. Do not move the device while it is turned on or hot.
17. Prevent the device from tipping over.
18. **Use only purified/distilled water at room temperature to fill the tank.**
19. Do not exceed the “MAX” mark when filling the tank.
20. **Do not tilt or turn the heater if its tank is filled with water!**
21. If water spills from the tank, stop using the device and immediately unplug it. Make sure the tank is intact and the drain plugs are tightly closed, then wipe the device dry before further use.

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22. Monitor the humidity level in the room. Prevent condensation from forming on the device and nearby objects. If dampness occurs, adjust the water vapor generation intensity.

ATTENTION!

High humidity levels may promote the growth of microorganisms in the environment.

23. After using the humidification function and before storage, drain the water from the tank and allow it to dry completely. Do not leave water in the tank for a long time.

ATTENTION!

Microorganisms present in water and the external environment may multiply in the water tank and enter the air. Change the water in the tank and clean it at least once every 3 days to prevent unpleasant odors and health hazards.

24. Unplug the device after use and before draining water from the tank.
25. Unplug the device by grasping the plug, not the power cord.
26. Do not immerse the device, the plug, or the power cord in water or other liquids.
27. Keep the device clean and prevent dust accumulation on it. Do not use chemical or aggressive detergents, abrasive pastes, products containing acids and solvents, or steel wool sponges to clean the device.
28. Do not disassemble the device or attempt to repair it yourself.
29. To replace a damaged power cord, in order to avoid hazardous situations, contact the manufacturer, an authorized service center, or a qualified specialist.

ATTENTION!

If the device is damaged as a result of tipping over, the manufacturer's warranty will be void.

ATTENTION!

The manufacturer shall not be liable for any damage caused by failure to comply with the recommendations set forth in this document.

If you have any questions or encounter any difficulties while using your AENO™, please e-mail customer support at **support@aeno.com** or contact us via the feedback form or online chat at **aeno.com/service-and-warranty**.

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1 General Description and Specifications

1.1 Purpose of the Device

The AENO™ Premium Eco Smart Space Heater with REAL FIRE effect is an electric heating device with combined heating and humidification functions, intended for local use in residential and office premises.

Key advantages of the AENO™ Heater:

- dual-action system:
  - convection heating;
  - ultrasonic humidification.
- Manual and remote control (via mobile app and voice assistants);
- Wi-Fi connectivity (2.4 GHz);
- possibility of separate control of heating and water vapor;
- possibility of maintaining the desired room temperature;
- safe real fire effect with extended adjustment of flame brightness, height, and flicker;
- 12 backlight color modes;
- up to 72 hours of continuous air humidification with a full tank;
- heating of premises up to 35 m[2][1];
- display with status indication;
- possibility of setting an operating schedule and shutdown;
- Monitoring of the energy consumption and power;
- Child lock function, which allows blocking manual control;
- tip-over sensor with automatic power disconnection function;
- Use of non-toxic materials in production;
- Red Dot Design Award 2025 in the [2]"Heating and Air Conditioning Technologies" and "Innovative Design" categories.

[1] The effective heating area depends on the room area, ceiling height, number of windows, quality of windows' glass, quality of wall and ceiling insulation, whether the device is used in a corner room, and climate zone.
[2] See Section 10, "Glossary."

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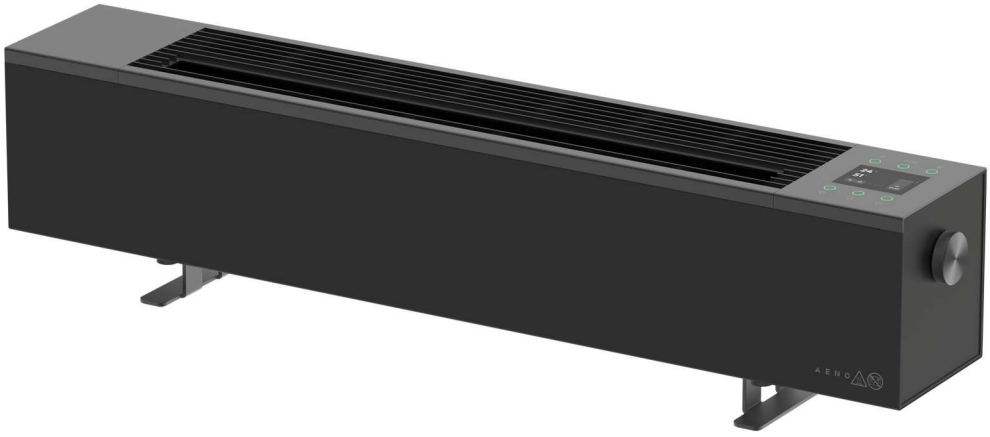
1.2 Device Appearance

1(a) – Model AFH0001S (white)



1(b) – Model AFH0002S (black)

Figure 1 - Appearance of the device

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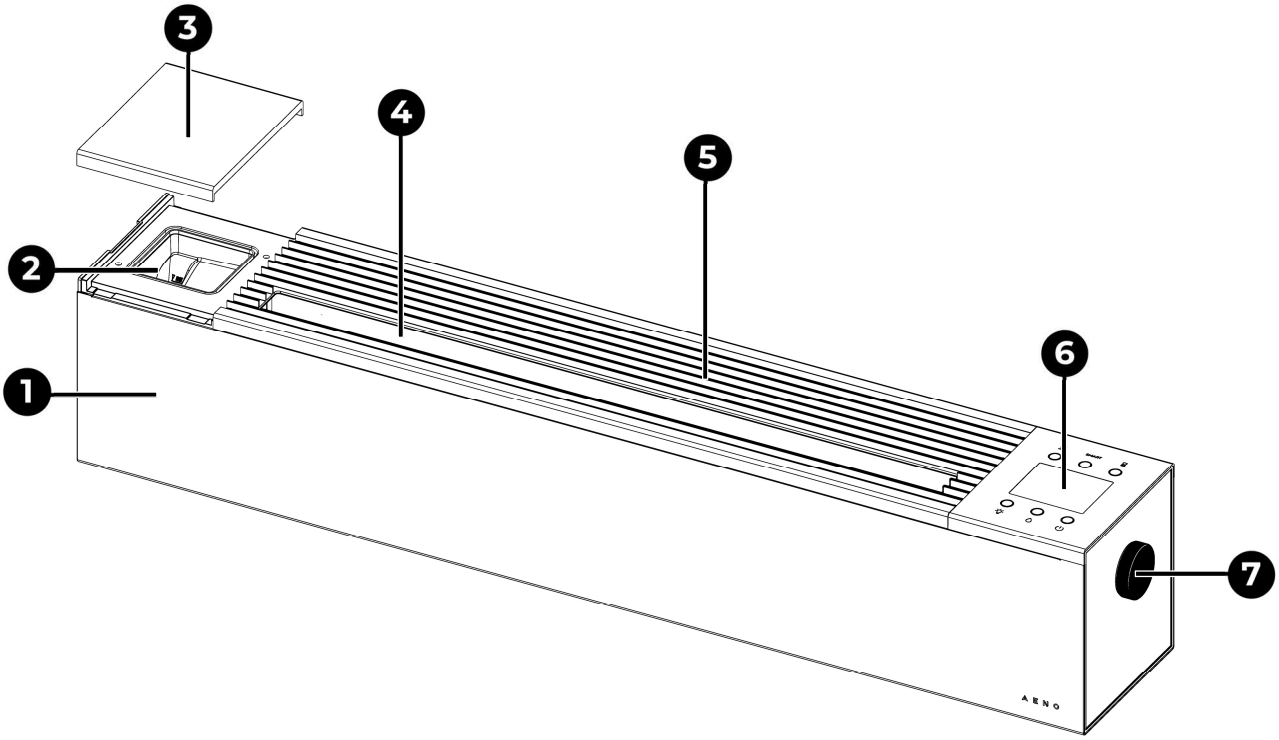
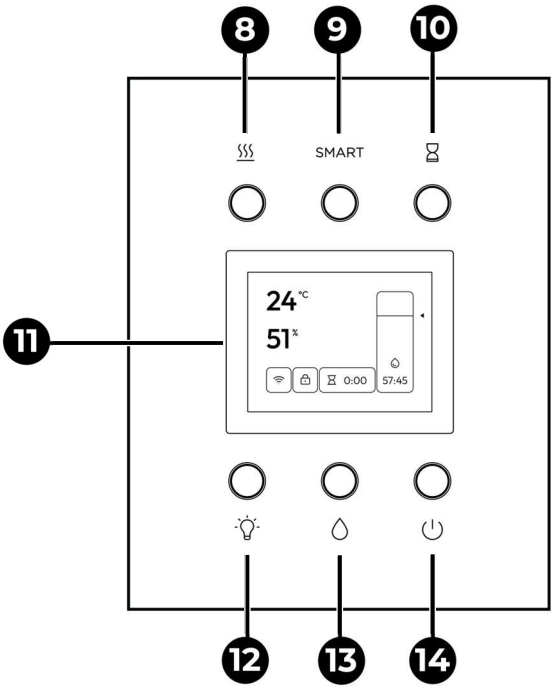
1.3 Device Elements



2(a) – Top and side view



2(b) – Control panel

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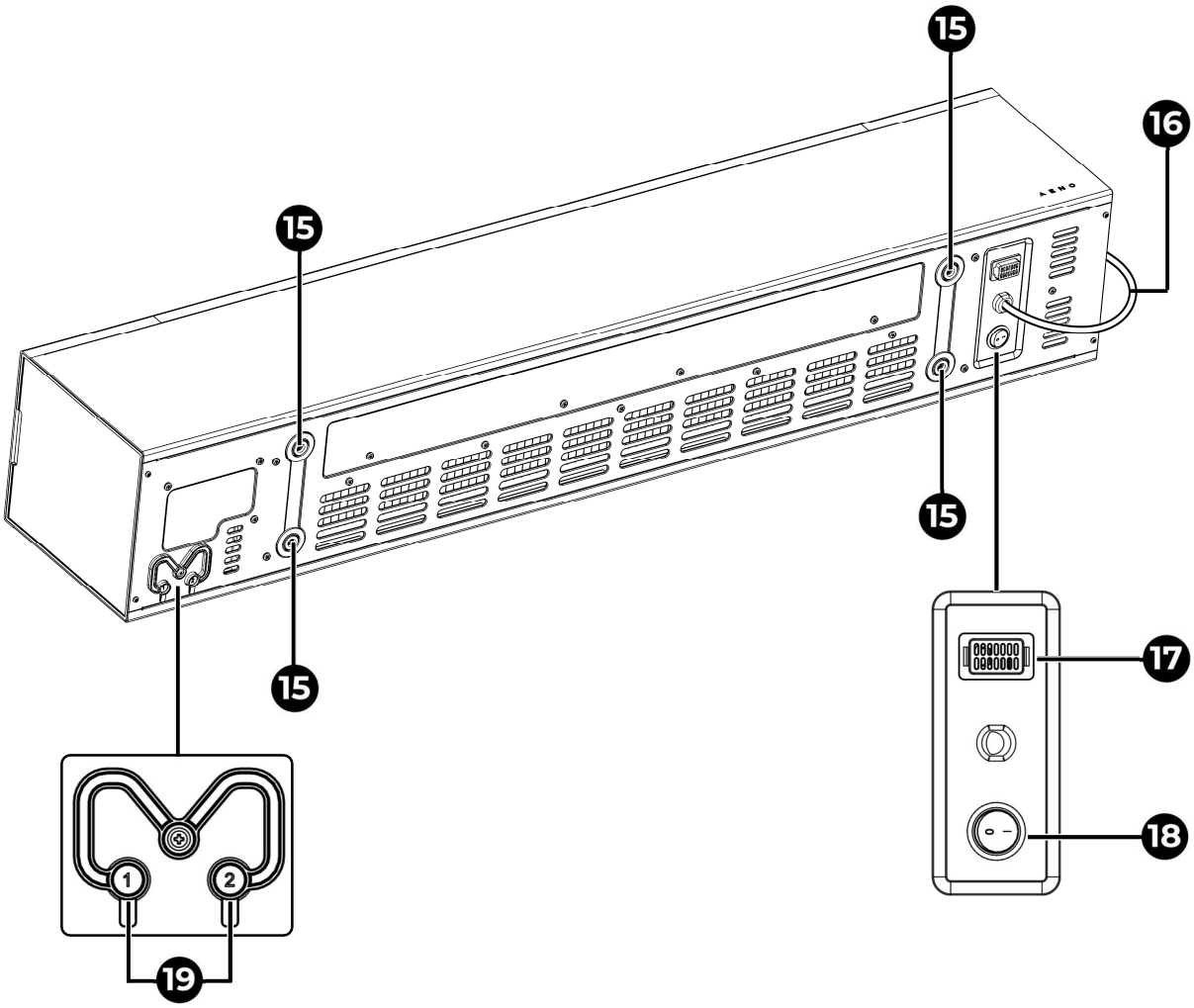

2(c) – Bottom view

Figure 2 – Device Elements

Device elements (see figure above):

1 – – the body of the device
2 – water tank;
3 – water tank cap;
4 – LED strip / steam outlet;
5 – warm air outlets;
6 – Control panel;
7 – Knob
8 – constant heating button;
9 – “SMART” heating button;
10 – timer button;
11 – Display

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12 – backlight button;
13 – water vapor button;
14 – on/off button;
15 – leg mounting holes;
16 – Power cord;
17 – temperature and humidity sensor;
18 – Power switch.
19 – water drain hole plugs.

1.3.1 Device Controls

The heater is equipped with the following controls (see Figure 2 above):

- Power switch.
- 6 buttons on the control panel;
- Knob

Below is information about their functions and indication.

> **NOTE**
> The heater control panel enters standby mode after 20 seconds of inactivity. To use the device, activate it by pressing any button on the control panel.

Power switch.

Table 1 – Power Switch Assignment

Action	Function
Switch to position “I”	Power supply on
Switch to position “0”	Power supply off

On/off button

Table 2 – On/Off Button Assignment

Action	Function
Press once	Turning on/off the heater
Press and hold until one beep (at least 3 seconds)	Resetting the error after the heater tips over
Press and hold until two beeps (at least 5 seconds)	Switching the heater to manual Wi-Fi pairing mode
Press and hold until three beeps (at least 10 seconds)	Reset the device to factory settings

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Table 3 – LED Indication of the On/Off Button

Color	Status	Description
Blue	On	Device is plugged in and activated in the **AENO** app, but not turned on
	Blinking	Device is plugged in but not turned on and not activated in the **AENO** app
Green	On	Device is plugged in, activated in the **AENO** app, and turned on
	Blinking	Device is plugged in, turned on, but not activated in the **AENO** app
Purple	Blinking	Device is in manual Wi-Fi pairing mode
Red	Blinking	Tip-over or incorrect device position

Heater function control buttons

Heater function control buttons are the buttons located on the control panel, except for the on/off button:

	constant heating button
SMART	“SMART” heating button
	timer button
	backlight button
	water vapor button

Table 4 – Assignment of Device Function Control Buttons

Button	Action	Function
SMART	Press once	Turning on the selected heater function
	Pressing and holding	Turning off the selected heater function
+	Pressing and holding simultaneously for 3 seconds	Enable/disable the “Child Lock” function;

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Table 5 – Light Indication of Device Function Control Buttons

Button	Status	Description
SMART	Solid green	Selected device function is on
	Off	Selected device function is off
SMART	Solid yellow	The desired room heating temperature has been reached, heating is temporarily stopped
	Flashing yellow	There is too little or no water in the tank

Knob

The knob is used to adjust heater functions. To adjust, press the button of the desired function and turn the knob.

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1.4 Display Indication

The device control panel display shows the status of device functions, as well as the room temperature and humidity.

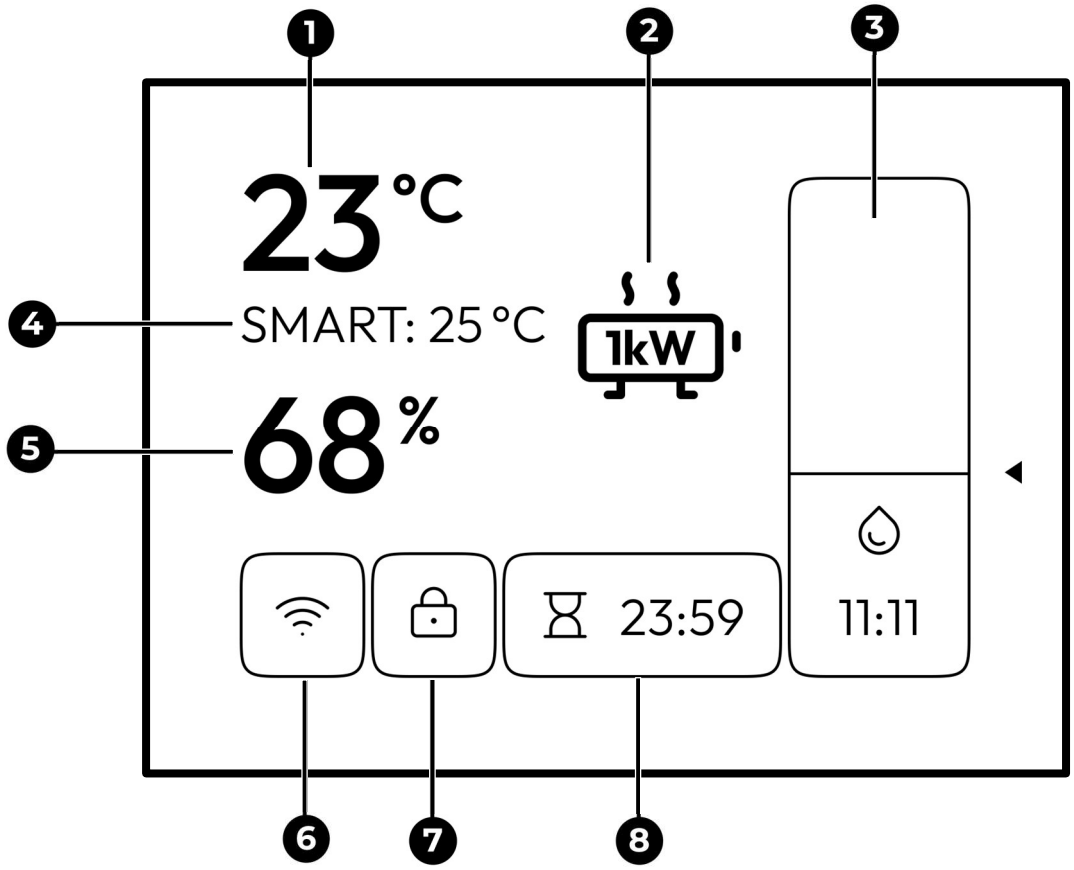

Figure 3 – Main Display Indicators

Main display indicators (see figure above):

1 – current room temperature;
2 – current constant heating power;
3 – remaining water vapor generation time (in hours and minutes), water level in the tank;
4 – heating temperature in “SMART” mode;
5 – current room humidity;
6 – heater Wi-Fi connection status;
7 – “Child Lock” function status;
8 – remaining time until the device turns off by timer (in hours and minutes).

Additional indicators may also be shown on the display:

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Table 6 – Additional Display Indicators

Component	Description
Switch-off scale	Displayed and filled when holding one of the device function control buttons. Function turns off after the scale is filled
Heating power scale	Displayed when adjusting constant heating: • “1kW”, one division – low power mode; • “2kW”, two divisions – high power mode
Heating temperature scale	Displayed when adjusting the heating temperature in “SMART” mode
Water vapor intensity scale	Displayed when adjusting water vapor (humidification) intensity: • one division – low intensity; • two divisions – medium intensity; • three divisions – high intensity
Backlight color palette	Displayed when adjusting the backlight
Timer scale	Displayed when adjusting the timer until the device turns off
Tip-over error symbol	Displayed and blinks when the device is dangerously tilted or has fallen
“Child Lock” function symbol	Closed **lock symbol is** displayed: • when the “Child Lock” function is enabled; • when physical buttons are pressed while the function is active. Open **lock symbol is displayed** when the “Child Lock” function is disabled

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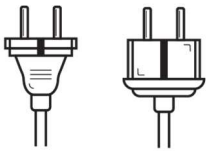
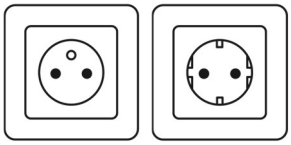
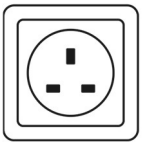
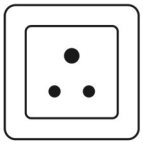
1.5 Types of Power Outlets and Plugs

The AENO™ Heater comes with various types of power plugs depending on the country where the device is sold.

Model without suffix	-UK	-SA
Type E/F plug 	Type G plug	Type M plug
For type E, F outlets 	For type G outlets 	For type M outlets 

ATTENTION!

Before using the device, make sure that the power cord plug is compatible with your power outlet.

If for any reason you have purchased a device with an incompatible plug, use an adapter compatible with your plug (not included).

NOTE

For advice on purchasing an adapter, contact any electronics store or technical support at **support@aeno.com**.

Before using the device make sure that the power cord plug is firmly inserted into the power outlet and does not fall out of it.

ATTENTION!

If the power cord plug does not firmly attach to the power outlet, do not use the device to avoid overheating and the risk of fire!

ATTENTION!

The power outlet must be repaired and replaced only by a qualified specialist (electrician). Do not apply excessive force when inserting the plug into the outlet, and do not attempt to repair, modify, or replace the outlet or plug yourself.

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1.6 Technical Specifications

Table 7 – Technical Specifications

Parameter	Value
Power supply	Rated voltage: 230 V (AC) Frequency: 50–60 Hz Rated current: 8.7 A Rated power: 2000.0 W Power in different operating modes of the device: • 20.0 W – with water vapor generation enabled (heating function disabled); • 1000.0 W – at low heating power (1020.0 W with simultaneous water vapor generation); • 2000.0 W – at high heating power (2020.0 W with simultaneous water vapor generation); • ≤ 2.0 W in standby mode
Wi-Fi support	IEEE 802.11b/g/n (2.4 GHz): EIRP ≤ 20 dBm / 100 mW
Integration	Apps: **AENO** Voice assistants: Amazon Alexa, Google Assistant, Siri Server: cloud
Control	Manual, remote (via mobile app and voice assistants)
Heating	Type: convection Room heating area: up to 35 m^2 [1]
Temperature units	Degrees Celsius (°C) and degrees Fahrenheit (°F) [2]
Automatic temperature maintenance	0–40 °C / 32–104 °F; Adjustment step – 1 °C / 1 °F
Humidification	Type: ultrasonic Water consumption: up to 100 ml/h Continuous water vapor generation time with a full tank: up to 100 h.

[1] The effective heating area depends on the room area, ceiling height, number of windows, quality of windows' glass, quality of wall and ceiling insulation, whether the device is used in a corner room, and climate zone.
[2] See Section 10, “Glossary.”

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Light ring	Number of color modes: 12 Type: RGB, LED
Water tank volume	2 l
Ingress protection rating	IP 20 [1]
Protection class against electric shock	Class I (grounding) [1]
Protection	Overcurrent protection: fuses (1.0 A, 2.0 A, 15.0 A) Overvoltage protection: varistor (276 V) Overheating protection: fuse (+80 °C)
Display	Matrix type: IPS Resolution: 320×240 px Format: RGB, 24-bit Entering standby mode: 20 seconds (when inactive)
Tip-over sensor	Electronic gyroscope
Noise level (at 1 m distance)	≤ 35 dB
Installation options	Floor installation
Material	Steel, aluminum, ABS plastic, PC plastic
Power cord length	1.9 m
Dimensions (L×W×H)	1010×170×240 mm
Net weight (assembled)	10.9 kg
Color	White (“Glossy White”) Black (“Pearl Black”)
Operating conditions	Temperature +5...+40 °C, relative humidity ≤ 70 %
Storage conditions	Temperature +5...+40 °C, relative humidity ≤ 80 % (non-condensing)
Warranty	2 years
Service life	2 years

[1] See Section 10, “Glossary.”

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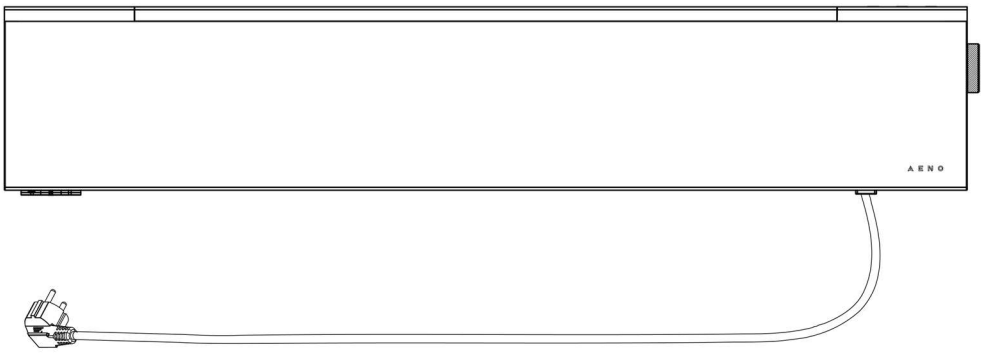
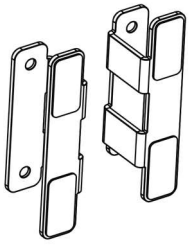
1.7 Scope of Supply

The scope of supply of the AENO™ Premium Eco Smart Space Heater with REAL FIRE effect includes:

1. Heater – 1 pc.
2. Legs – 2 pcs.
3. Leg mounting bolts – 4 pcs.
4. Assembly and power-on instructions – 1 pc.
5. Quick Start Guide – 1 pc.
6. Warranty card – 1 pc.

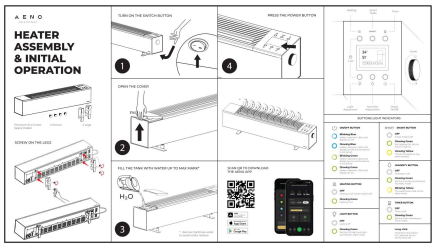


1 – Heater



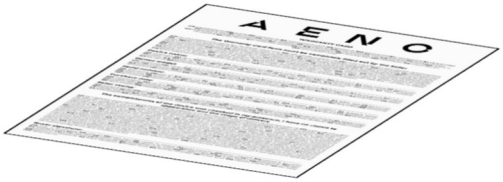
2 – Legs

3 – Leg mounting bolts



4 – Assembly and power-on instructions

5 – Quick Start Guide



6 – Warranty card

Figure 4 – Scope of supply [1]

[1] Images of accessories are provided for illustrative purposes only.

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1.8 Packaging and Labeling

The device is supplied in individual cardboard packaging sized 1070×260×260 mm (L×W×H), containing the full model name and labeling, list of included accessories, main technical specifications of the device, manufacture date, and manufacturer information.

Gross weight of the device (in packaging): 13.0 kg.

1.9 Model and Serial Number Decoding

The device configuration features are encoded in the model designation.

The device model name is formed as follows:

A FH 0001 S -UK -A

Models with the "-A" suffix are intended for sale on Amazon and have no technical differences from models without this suffix

Power cord plug designation:
"-UK" – type G plug
"-SA" – type M plug
If this marking is absent, the device has a standard type E/F plug

Remote control feature:
S – "smart" device that can connect to the **AENO** app and voice assistants.
If this marking is absent, the device is controlled manually only

Model serial number:
0001 – white device, 0002 – black device

Device type:
FH –Premium Eco Space Heater with REAL FIRE effect

Device brand:
A – AENO brand device

The device's manufacture date is indicated on the sticker on the box and is also encoded in the device's serial number.

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The serial number is formed as follows:

NNNNNN Y WW XXXXX

- **XXXXX**: Numeric identifier of the sequential number of the manufactured device
- **WW**: Numeric identifier of the week of manufacture (for example, “10” means the tenth week of the specified calendar year)
- **Y**: Digital identifier of the year of manufacture, starting from 2020 (for example, “5” denotes 2025)
- **NNNNNN**: Short alphanumeric device model identifier (for example, “AFH102”)

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2 Unpacking, Installation, and Preparing the Device for Use

2.1 Unpacking and Installation

NOTE
The packaging design allows mounting the legs without completely removing the heater from the box.

1. Place the heater packaging on a flat, stable surface with the handle up. Open the box as shown in the figure below and remove the protective film from the heater surface.

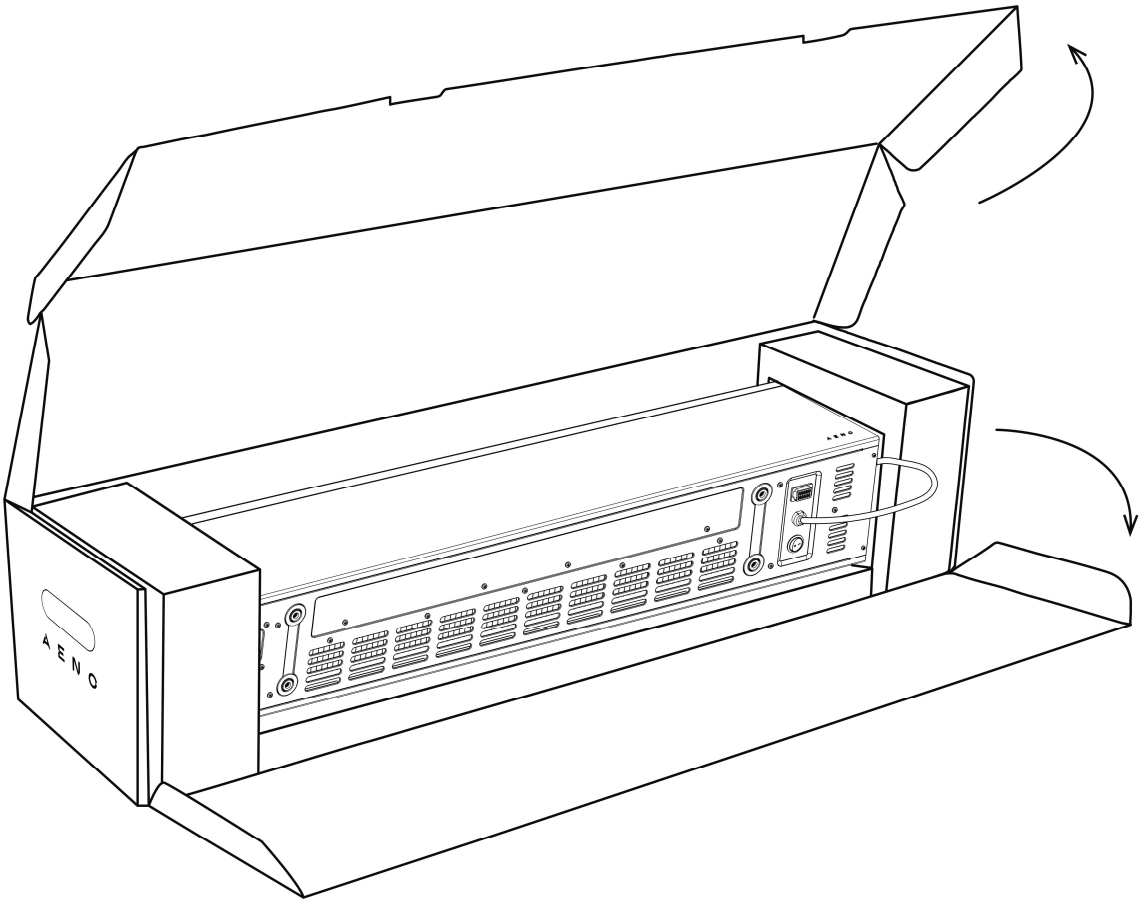

Figure 5 – Unpacking the Device

2. Screw the legs into the heater mounting holes as shown in the figure below.

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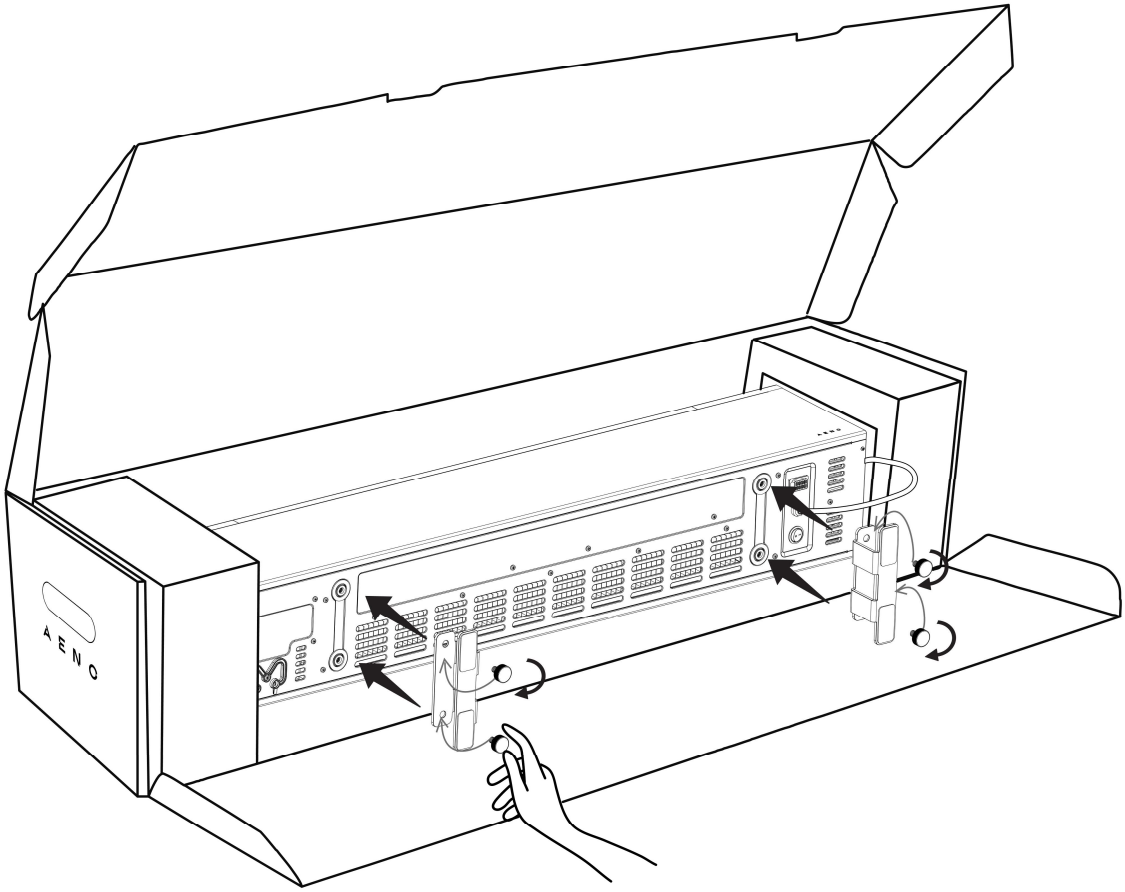

Figure 6 – Mounting the Legs

NOTE

Make sure the legs are oriented correctly (see figure above).

3. Remove the heater from the box and place it on a flat, stable surface in the desired location.

NOTE

Before installation, make sure the chosen location meets the requirements of the "Rules for Safe Device Placement" subsection above.

2.2 Preparing for Use

2.2.1 Filling the Tank

Filling the tank with water is necessary for the water vapor generation (humidification) and real fire effect functions to operate.

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ATTENTION!

Use only purified/distilled water at room temperature to fill the tank.

ATTENTION!

Pour water gradually. **Prevent water from getting on the LED strip, steam outlets, and warm air outlets!**

1. Make sure the water drain hole plugs are tightly closed.

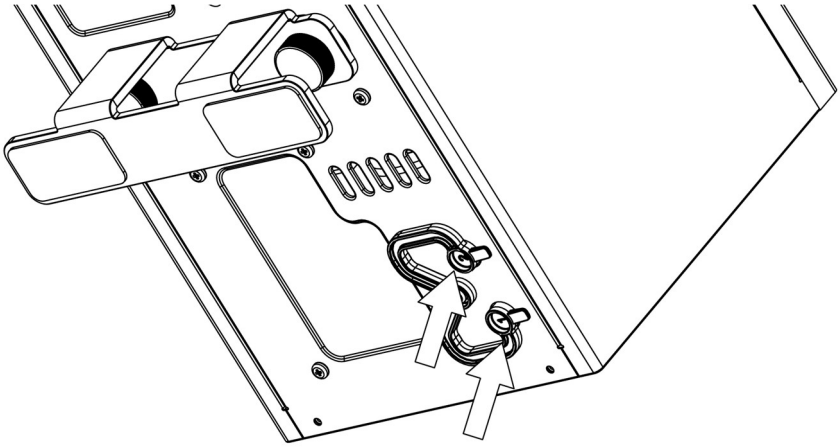

Figure 7 – Water Drain Hole Plugs

2. Open the water tank cap and fill it with water up to the “MAX” mark (≤ 2 l).

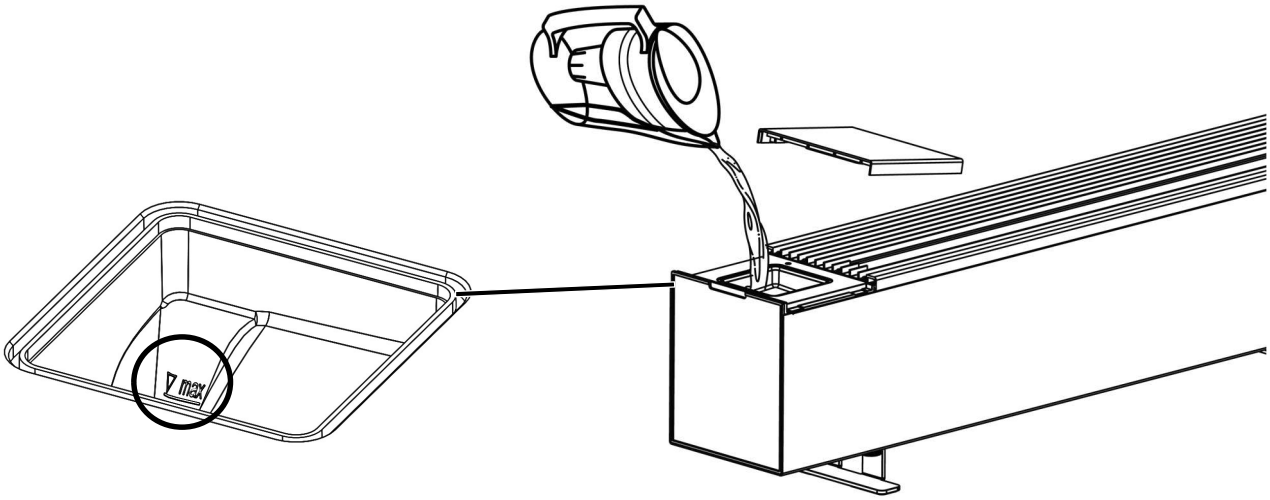

Figure 8 – Filling the Water Tank

ATTENTION!
Do not exceed the “MAX” mark when filling the tank!

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NOTE

The tank **may be refilled** while the device is operating. When adding water during operation, the water level indication in the tank and the remaining continuous water vapor generation time on the display will temporarily not be shown. The actual values will be displayed after a few seconds.

3. Close the tank cap.

2.2.2 Turning On the Device

1. Plug in the device.

ATTENTION!

Do not use an extension cord to connect the device to the power supply – connecting the device to the same outlet with other electrical appliances may overload the power grid and cause a fire.

2. Set the power switch to position “I” (“On”). The on/off button on the control panel will start blinking blue.

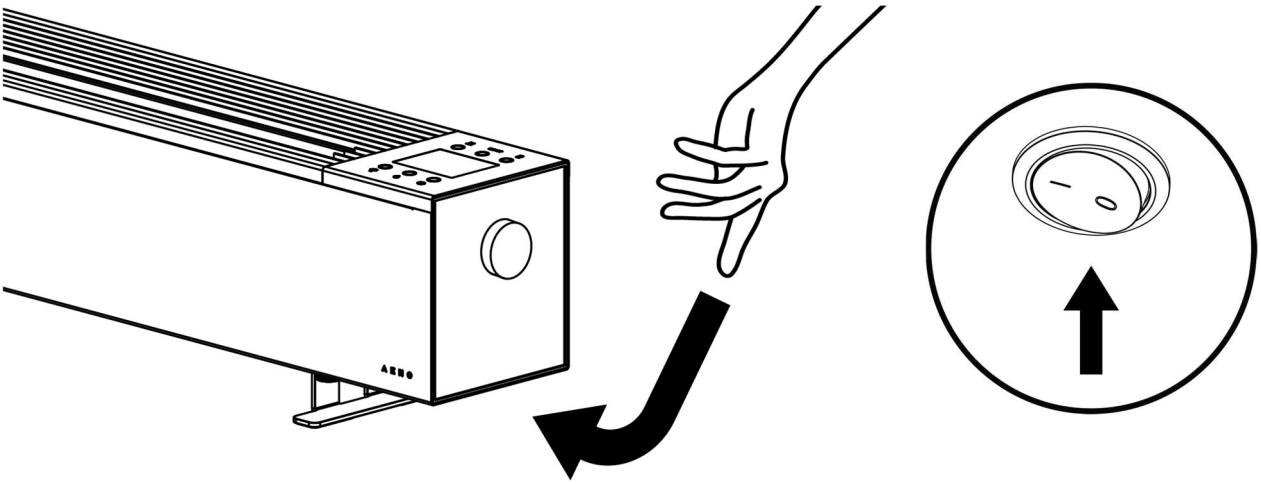

Figure 9 – Turning On/Off Using the Switch

3. To turn on the device, press the on/off button on the control panel. The button will:
   - blink green if the device is not connected to the **AENO** app;
   - stay solid green if the device is connected to the **AENO** app.

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The display will show the current room temperature and humidity values, as well as the water level in the tank.

> **NOTE**
>
> When the device is turned on for the first time, the real fire effect is automatically activated with medium water vapor generation intensity and red backlight color mode (for more details on the real fire effect, see paragraph 3.1.4 below).

The device is ready for use.

4. Proceed to device control (for details, see Sections 3, “Manual Control”, and 4, “Remote Control via Mobile App and Voice Assistants”, below).

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3 Manual Control

Manual control of the heater is performed using the knob and buttons on the control panel (see figure below).

Figure 10 – Manual Control Elements

NOTE

The heater control panel enters standby mode after 20 seconds of inactivity. To use the device, activate it by pressing any button on the control panel.

3.1 Device Functions

Using the knob and buttons on the control panel, you can control the following device functions:

- constant heating and “SMART” heating;
- water vapor generation (humidification);
- Light ring
- real fire effect;
- Timer
- Child lock

ATTENTION!

When several functions operate simultaneously, the knob adjusts the last selected function. To switch to adjusting another active function, press the corresponding button on the control panel once (for more details on functions and their settings, see paragraphs 3.1.1–3.1.6 below).

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NOTE

The device saves the selected parameters: the next time it is turned on, it automatically resumes operation of the last selected functions and their settings.

3.1.1 Heating

The heater provides two types of heating:

- **Constant heating** provides a constant heat supply and does not provide automatic heating shutdown when the desired temperature is reached.
- **"SMART" heating mode** is intended for maintaining a set room temperature. If the room temperature exceeds the set value, heating will stop and resume only when the temperature drops below the set value.

Turn on and adjust heating:

1. Press the constant heating button on the control panel. The button will light up green.
2. Select the desired heating power by turning the knob:
   - high power for quick room heating (2000.0 W);
   - low power for slow heating and energy saving (1000.0 W).
3. To set up the function of maintaining the set room temperature, turn on "SMART" heating:

   3.1. Press the "SMART" button on the control panel. The button will light up:
   - green (if the room temperature is below the set value);
   - yellow (if the room temperature is above the set value).

   3.2. Select the desired temperature by turning the knob: 0–40 °C / 32–104 °F. Adjustment step – 1 °C / 1 °F.

NOTE

When "SMART" heating is turned on, the default temperature is set to 24 °C / 85 °F.

NOTE

When constant heating is turned on for the first time, the device automatically activates "SMART" heating. Turn it off to switch to constant heating.

To deactivate a function, press and hold the corresponding button. The switch-off scale will be displayed on the screen. Hold the button until the scale is filled.

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3.1.2 Water Vapor Generation

Water vapor generation creates a real fire effect and can be used as an additional source of air humidification in the room.

> **NOTE**
> Before using the function, make sure there is enough water in the tank (for more details, see paragraph 2.2.1 above). If there is too little or no water in the tank, steam generation will stop until the tank is filled.

Turn on and adjust water vapor generation:

1. Press the water vapor button on the control panel. The button will:
   - light up green (if there is enough water in the tank);
   - blink yellow (if there is too little or no water in the tank).
2. Select the desired water vapor generation intensity by turning the knob: low, medium, or high.

To deactivate a function, press and hold the corresponding button. The switch-off scale will be displayed on the screen. Hold the button until the scale is filled.

3.1.3 Backlight

The backlight creates a real fire effect (for more details, see paragraph 3.1.4 below) and can be used as an additional source of ambient lighting in the room.

Turn on and adjust the backlight:

1. Press the backlight button on the control panel. The button will light up green.
2. Select one of the 12 available backlight color modes by turning the knob.

Table 8 – Backlight Color Modes

	red		green		dark blue
	orange		mint		Purple
	Yellow		Blue		magenta
	Light green		light blue		gradient [1]

To deactivate a function, press and hold the corresponding button. The switch-off scale will be displayed on the screen. Hold the button until the scale is filled.

[1] Gradient – smooth backlight color change every 5 seconds.

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3.1.4 Real Fire Effect

The real fire effect is achieved by simultaneously turning on water vapor and backlight.

Turn on and adjust the real fire effect:

1. Turn on water vapor generation and adjust its intensity (see paragraph 3.1.2 above).
2. Turn on the backlight and select the desired color mode (see paragraph 3.1.3 above).

> **NOTE**
> Extended real fire effect settings are available in the **AENO** app. For more details, see paragraph 4.3.4 below.

To turn off the function, turn off water vapor generation and backlight by successively pressing and holding the corresponding buttons until the switch-off scale is filled.

3.1.5 Timer

The timer allows turning off the device after a specified period of time within 23 (twenty-three) hours.

Turn on and adjust the timer:

1. Press the timer button on the control panel.
2. Select the desired time until the device turns off by turning the knob:

   Adjustment step:
   - first hour: 15 minutes, 30 minutes, 1 hour;
   - subsequent hours (within 23 hours): 1 hour.

To deactivate a function, press and hold the corresponding button. The switch-off scale will be displayed on the screen. Hold the button until the scale is filled.

3.1.6 "Child Lock“ Function

The “Child Lock” function locks the operation of the buttons on the device control panel and the knob. When the function is enabled, device control is possible only via the app. To enable/disable the function, simultaneously press and hold the constant heating and backlight buttons for 3 seconds.

When the function is enabled, when buttons are pressed:

- a beep sounds;
- buttons light up white;
- a closed lock symbol is displayed on the screen.

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3.2 Device Tip-Over

The device is equipped with a tip-over sensor that monitors the correct position of the device and allows automatic current disconnection if it is dangerously tilted or has fallen.

In this case, a danger symbol ⚠ is displayed on the screen, accompanied by a beep. If the device is activated in the **AENO** app, the user receives a tip-over notification on their smartphone if the device is activated in the **AENO** app.

If the heater is tilted or tipped over, do the following:

1. Make sure the device and power cord are not damaged and water has not spilled from the tank.

> **ATTENTION!**
>
> If water has spilled from the tank, unplug the power cord from the outlet, return the device to its original position, and wipe it dry. If visible damage to the heater is present, contact an authorized service center for diagnostics.

2. Return the heater to its original position.
3. Press and hold the on/off ⏻ button until one beep (at least 3 seconds) to reset the error.

> **NOTE**
>
> If the heater has not been returned to its original position within 30 seconds after tipping over, the indication will turn off. In this case, if the device is visually undamaged, it is sufficient to return it to its original position and wait for its automatic reboot.

3.3 Turning Off the Device

1. Press the on/off ⏻ button on the control panel once.
2. Set the power switch to position “0” (“Off”).
3. Unplug the device.
4. If necessary, drain the water and clean the tank (see subsection 5.1 below).

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4 Remote Control via Mobile App and Voice Assistants

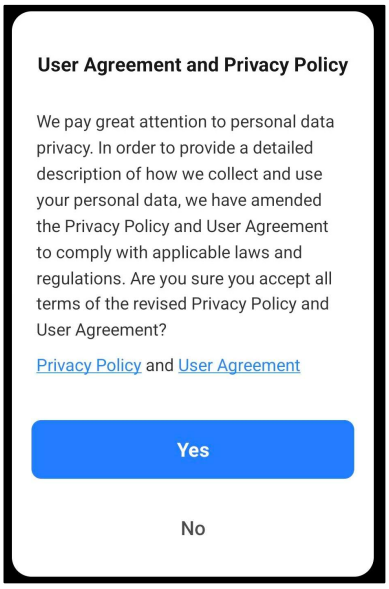
4.1 Installing the App

1. Connect your smartphone to the Internet (2.4 GHz) and download the free **AENO** mobile app from Google Play or App Store.
2. Register a new account (see paragraph 4.1.1 below) or log into an existing one (see paragraph 4.1.2 below).

NOTE

When launching the app for the first time, you must accept the terms of the User Agreement and Privacy Policy by tapping “Yes”.

It is impossible to continue working with the app in case of declining.



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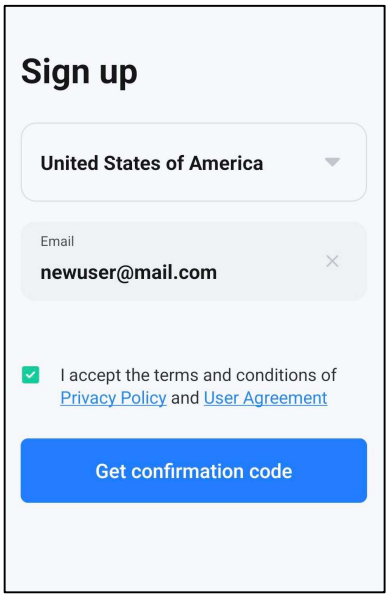
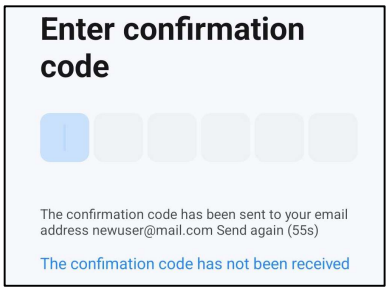
4.1.1 Creating a New Account

1. Launch the **AENO** app and tap “Sign up”.
2. Fill in the authorization information:
   - Select your country of residence;
   - Enter your email address.
3. Accept the terms of the Privacy Policy and User Agreement.
4. Tap “Get confirmation code”.



5. An email with the confirmation code will be sent to the email address you provided. Enter this code in the registration window in the mobile app.



> **NOTE**
> If you did not receive the confirmation code, try the following:
> - Make sure the email address you entered is correct;
> - Check your spam folder;
> - Try creating an account with a different email address.
>
> If none of the above suggestions worked, contact our support team via the feedback form at **aeno.com/service-and-warranty**. In your message, include your email address and the exact time when you tried to create an account.

6. After successfully entering the confirmation code, set a password (from 6 to 20 characters, including letters and numbers) and tap “Done”.

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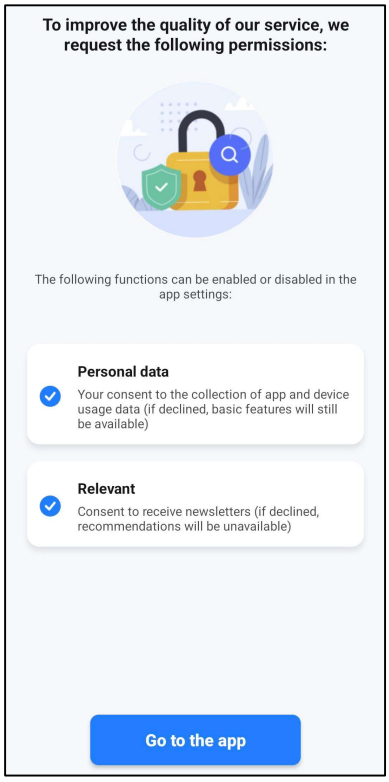
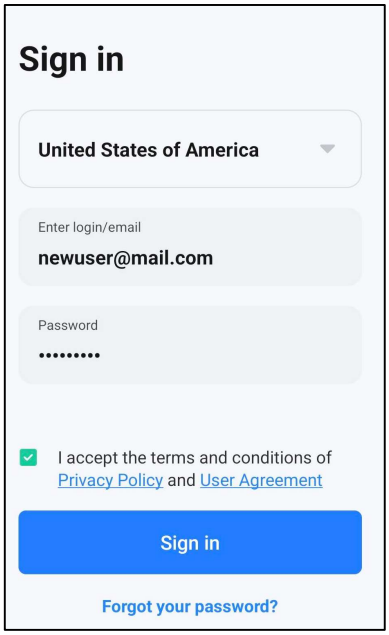
7. Agree to access to personal data. If you decline, the main functions of the app will still be available.
8. Agree to receive newsletters. If you decline, you will not receive recommendations from the app.
9. Tap “Go to the app”.



> **NOTE**
>
> If you receive any system prompts to enable additional features on your smartphone, follow the prompts.

4.1.2 Logging Into an Existing Account

1. Launch the **AENO** app and tap “Sign in”.
2. Fill in the authorization information:
   - Select your country of residence;
   - Enter your email address;
   - Enter your password.
3. Accept the terms of the Privacy Policy and User Agreement.
4. Tap “Sign in”.



> **NOTE**
>
> If necessary, you can reset your password by tapping “Forgot your password?”. An email with instructions on how to recover your password will be sent to the email address associated with the account.

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4.2 Connecting the Heater to the Mobile App

> **ATTENTION!**
> After you activate the device in the mobile app for the first time, an automatic firmware update may start (a corresponding notification will appear in the app). **Do not unplug the device until the update is complete!** Also, do not unplug the device for 5 minutes **after resetting** to factory settings.

You can connect the heater to the **AENO** app in the following ways:

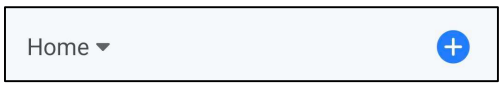
- In auto-search mode;
- In manual mode.

4.2.1 Connecting in Auto-Search Mode

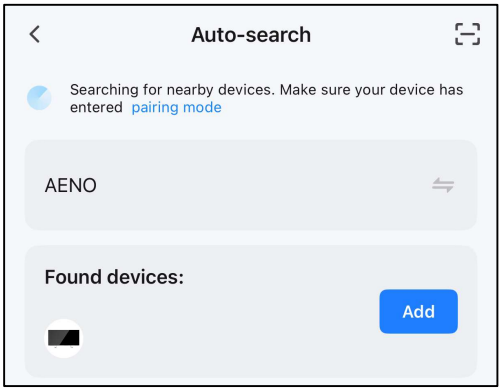
> **NOTE**
> This method can be used to activate the device in the app after plugging it in.

> **NOTE**
> Before connecting the device to the app, make sure that your smartphone is connected to a 2.4 GHz Wi-Fi network and that BT is enabled.

1. After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



2. If you receive system notifications to turn on any features on your smartphone, follow the recommendations in the notifications.
3. Wait for automatic device detection and tap “Add”.



4. Select a 2.4 GHz Wi-Fi network and enter the password.

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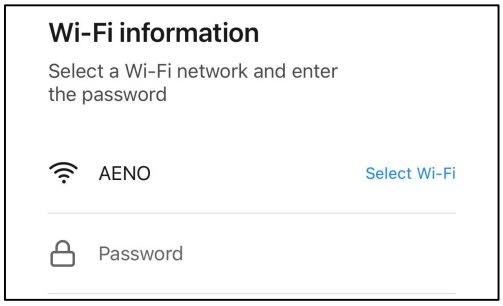
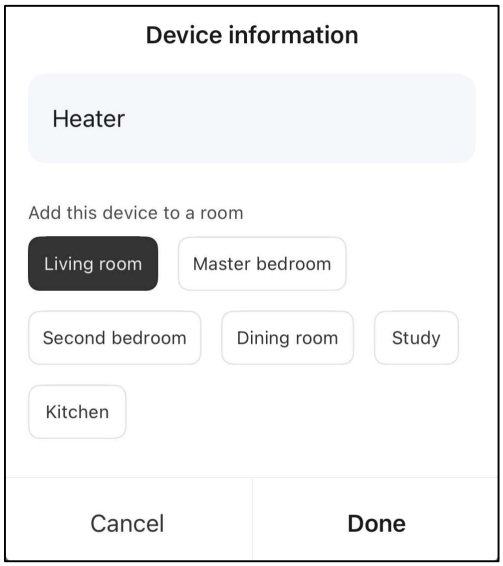


5. Wait for the device to be added to the app and tap the icon.
6. Enter the desired name for the heater and, from the list of rooms, pick one where the heater will be placed. Tap “Done”.



4.2.2 Connecting in Manual Mode

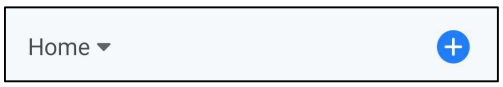
NOTE

This method can be used in cases where the device was not detected automatically.

NOTE

Before connecting the device to the app, make sure that your smartphone is connected to a 2.4 GHz Wi-Fi network and that BT is enabled.

1. After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



2. In the “Add manually” section, select the “Heater” category.

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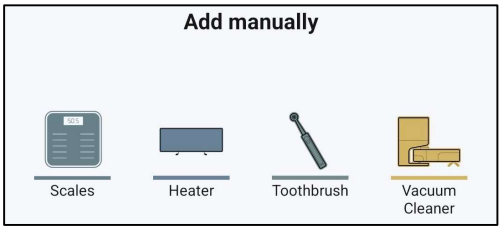
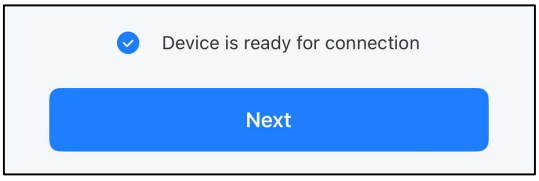
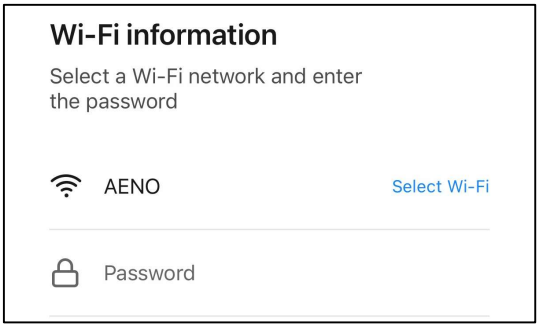


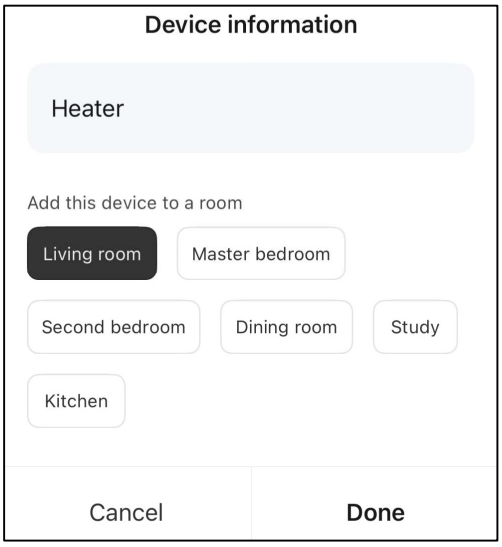
3. Press and hold the heater's power button for at least 4 seconds until the LED indicator starts blinking purple.
4. On the connection instructions screen, confirm that the device is ready to connect and tap “Next”.



5. Select a 2.4 GHz Wi-Fi network and enter the password.



6. Wait for the device to be added to the app and tap the icon.
7. Enter the desired name for the heater and, from the list of rooms, pick one where the heater will be placed. Tap “Done”.



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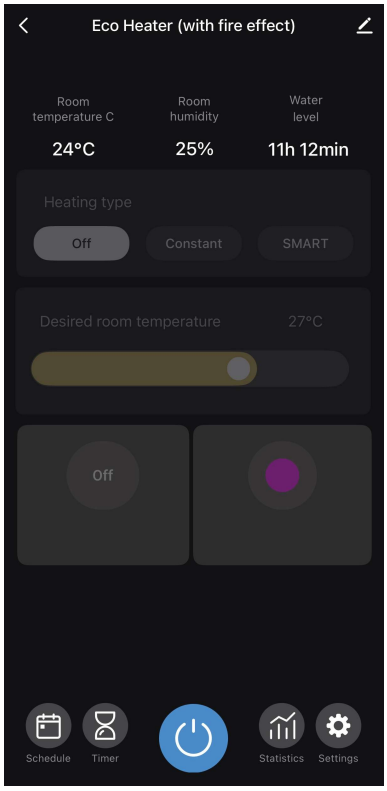
4.3 Device Control

To open the device control panel, tap the heater image in the list of connected devices on the “Home” tab in the app's main screen.



With the control panel, you can:

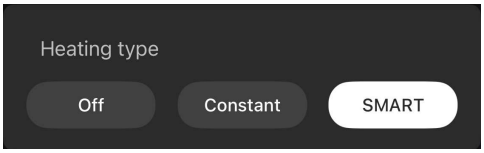
- Turn the device on/off;
- monitor current room temperature and humidity;
- monitor the remaining water vapor generation time;
- turn on heating and select its type, adjust the temperature;
- adjust water vapor generation intensity;
- adjust the backlight;
- additionally adjust the real fire effect;
- Set the heater's operating schedule;
- set a timer until the device turns off;
- View statistics on energy and power consumption;
- Select main and additional settings.

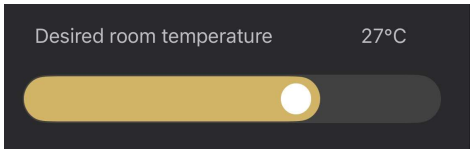
You can control the device via the app after turning it on. To do this, press the on/off button on the control panel in the app.

4.3.1 Selecting the Heating Type

The following settings are available in the “Heating type” window on the control panel:

- “Off” – turn off heating;
- “Constant” – turn on constant heat supply;
- “SMART” – turn on maintaining the set room temperature;
- “Desired room temperature” – select the room heating temperature (from 0 to 40 °C / from 32 to 104 °F). Adjustment step – 1 °C / 1 °F.





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NOTE

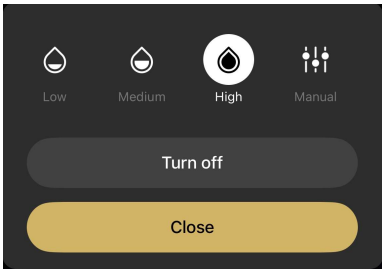
If the room temperature exceeds the set value while “SMART” heating is on, heating will stop and resume only when the temperature drops below the set value.

NOTE

You can select the heating power via the main settings tab (for more details, see paragraph 4.3.8 below).

4.3.2 Water Vapor Generation (Humidification)

In the “Mist intensity” tab on the control panel, the user has access to the following settings:



- “Turn on” / “Turn off” – turn water vapor generation on/off;
- select water vapor generation intensity:
  - “Low”;
  - “Medium”;
  - “High”;
  - “Manual”.

NOTE

The “Manual” option is intended for extended real fire effect settings (for more details, see paragraph 4.3.4 below).

NOTE

Before using the function, make sure there is enough water in the tank (for more details, see paragraph 2.2.1 above). If there is too little or no water in the tank, steam generation will stop until the tank is filled.

4.3.3 Backlight

In the “Backlight” window on the control panel, the user has access to the following settings:

- “Turn on” / “Turn off” – turn the backlight on/off;
- Backlight color selection

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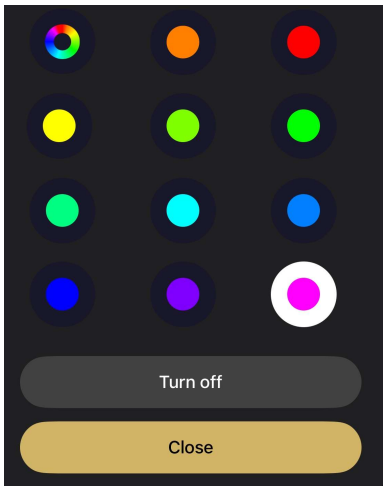
	gradient [1]		mint
	orange		Blue
	red		light blue
	Yellow		dark blue
	Light green		Purple
	green		magenta



4.3.4 Real Fire Effect

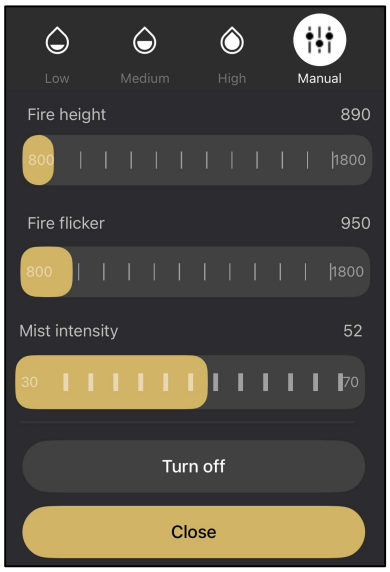
The real fire effect is achieved by simultaneously turning on water vapor and backlight.

To achieve the real fire effect:

1. Turn on water vapor generation and adjust its intensity (see paragraph 4.3.2 above).
2. Turn on the backlight and select the desired color (see paragraph 4.3.3 above).

If necessary, perform additional effect settings:

Select the “Manual” option in the “Mist intensity” window on the control panel in the app. The additional real fire effect settings tab will open.



In the tab, the user has access to:

- “Fire height” slider – adjusts the visual height of the fire;
- “Fire flicker” slider – adjusts the visual intensity of fire flicker;
- “Mist intensity” slider – adjusts the visual density of the fire.

NOTE
Fire brightness can be adjusted via the heater main settings window (for more details, see paragraph 4.3.8 below).

[1] Gradient – smooth backlight color change every 5 seconds.

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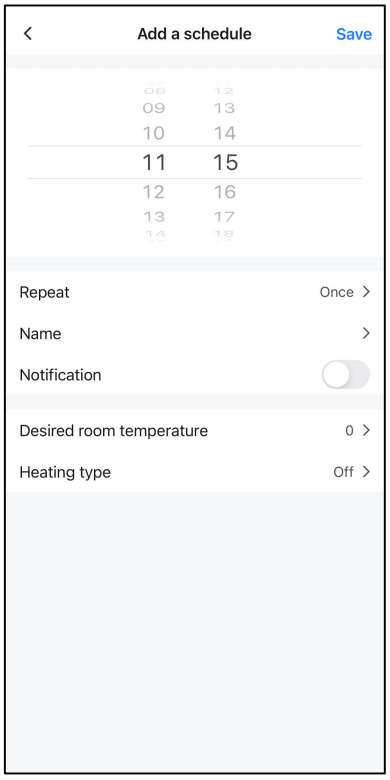
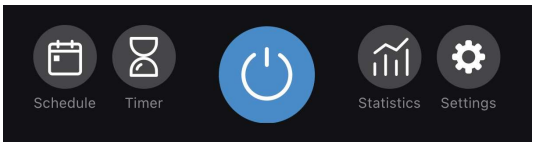
4.3.5 Schedule

To set and configure the heater's operating schedule:



1. Go to the “Schedule” tab at the bottom of the device control panel in the app.



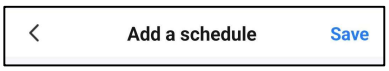
2. Tap “Add”.

3. Set the schedule activation time and select the device operating parameters that will be automatically applied when it starts:

Table 9 – Device Parameters at Schedule Activation

Parameter	Value
“Repeat”	Repeating the schedule by days of the week. If no days are selected for repetition, the schedule settings will be executed once
“Name”	Schedule name
“Notification”	Sending push notifications about schedule activation
“Desired room temperature”	Desired room heating temperature (when “SMART” heating is selected)
“Heating type”	Selecting the heating type at schedule activation

To save the schedule after selecting the desired parameters, tap “Save” in the upper right corner of the screen.



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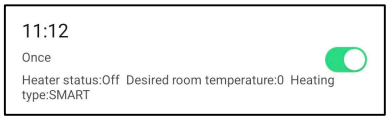
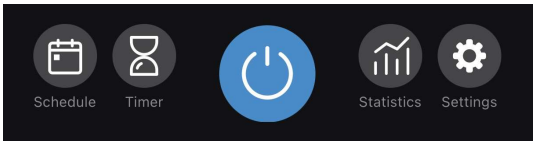
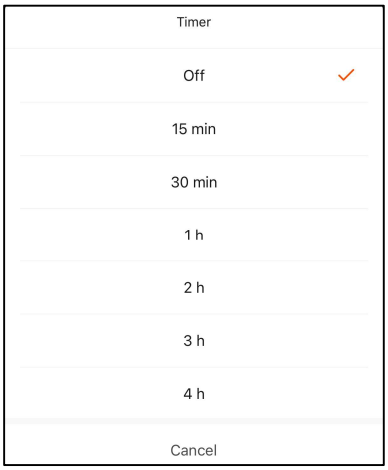
To disable the schedule, set the on-screen switch in the "Schedule" tab to "Off".



4.3.6 Timer

To configure this function, go to the "Timer" tab at the bottom of the device control panel in the app.





Adjustment step:

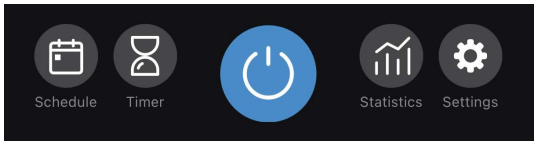
- first hour: 15 minutes, 30 minutes, 1 hour;
- subsequent hours (within 23 hours): 1 hour.

To enable the timer, select the desired time in the "Timer" tab. To disable the timer, select the "Off" option.

The time until the device turns off will be displayed at the top of the control panel.

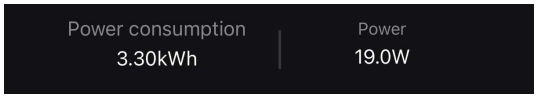
4.3.7 Statistics

The "Statistics" tab on the heater control panel allows you to view information about the device's resource consumption.

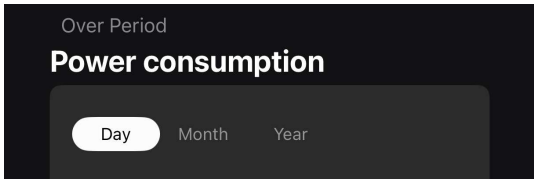


This tab provides the following information:

- Current energy consumption and power of the heater;



- Statistics on the energy and power consumption for the day, month, and year;



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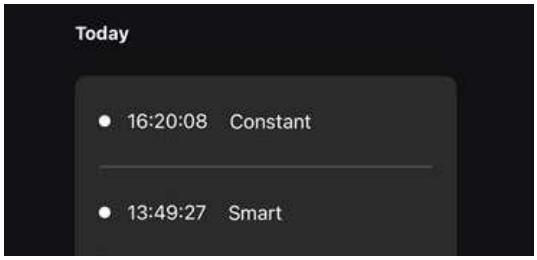
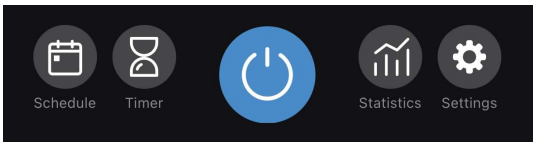
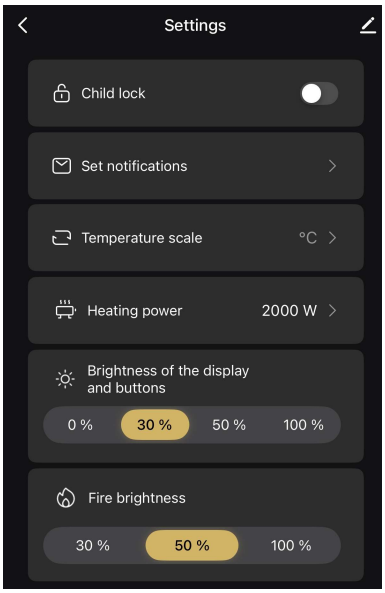
- List of heater statuses by day with exact times.



4.3.8 Main Settings

To access the main settings, go to the “Settings” tab at the bottom of the control panel.





In this tab, the user has access to:

- Enable/disable the “Child Lock” function;
- Customize notifications;
- Select the temperature scale;
- selecting heating power;
- adjusting display and button brightness;
- adjusting real fire effect brightness.

“Child Lock” function

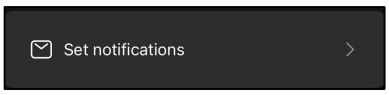
In the “Child lock” window, the user can lock all buttons and the knob on the heater body. In this case, the device can be controlled only via the app.

When the function is active, every time buttons are pressed:

- a beep sounds;
- buttons light up white;
- a closed lock symbol is displayed on the **screen**.

Notification settings

In the “Set notifications” window, you can select the notifications you would like to receive from the app.



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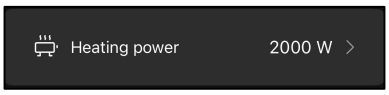
Selecting the temperature scale

In the “Temperature scale” window, you can select the temperature measurement unit – °C or °F.

Selecting Heating Power

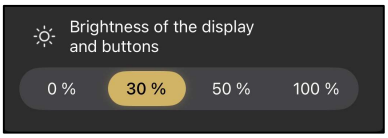
In the “Heating power” window, the user can select constant heating power:



- high power mode for quick heating (2000.0 W);
- low power mode for energy saving (1000.0 W).

Adjusting Display and Button Brightness

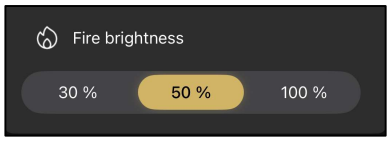
In the “Brightness of the display and buttons” window, the user can adjust the brightness level of the physical button and display backlight on the device control panel or completely turn off the backlight.



The following brightness options are available: 0 % (backlight off), 30 %, 50 %, 100 %.

Adjusting Real Fire Effect Brightness

In the “Fire brightness” window, the user can adjust the brightness of the real fire effect.



The following brightness adjustment options are available: 30%, 50%, 100%.

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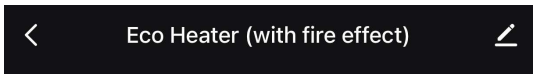
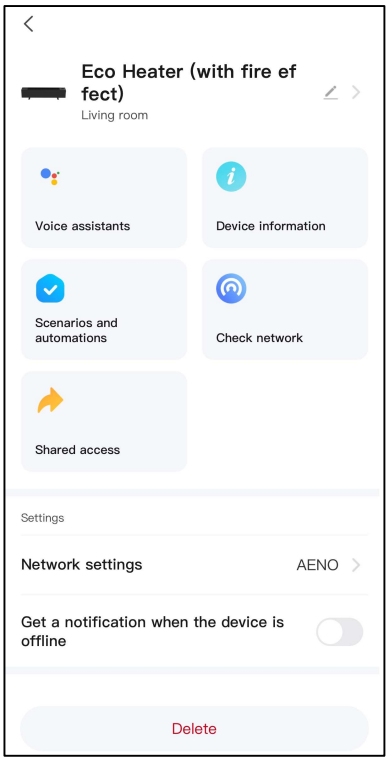
4.3.9 Additional Settings

Open the additional settings window by tapping the icon in the upper right corner of the device control panel.



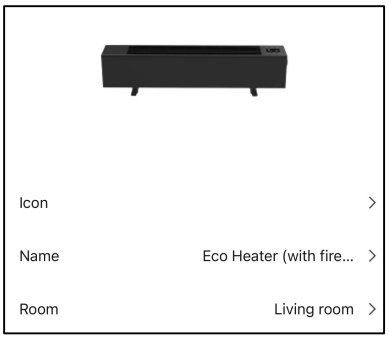


In this window, you can access the following functions:

- Change the general heater parameters;
- Connect voice assistants;
- View device information;
- View scenarios and automations;
- Diagnose the connected network;
- Share access to the device;
- View additional features.

Changing general heater parameters

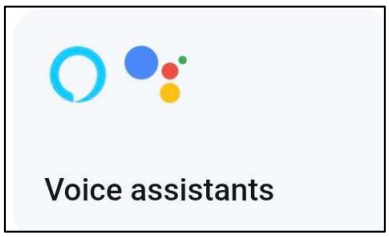
In the tab, you can change the following parameters:



- Heater image in the app;
- Device name;
- Assigned room.

Selecting a voice assistant

In the “Voice assistants” tab, you can set up device control via voice assistants.



> **NOTE**
>
> For more details on connecting voice assistants, see subsection 4.5 below.

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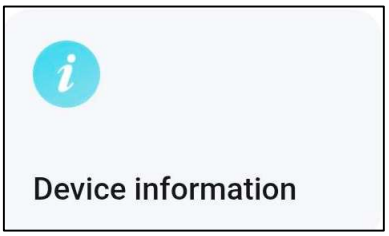
Viewing device information

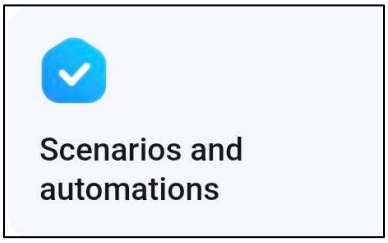
In the “Device information” tab, you can view and copy additional information about the device and its network connection:



- Virtual ID;
- IP address;
- Time zone;
- MAC address;
- Wi-Fi signal strength.

Viewing scenarios and automations

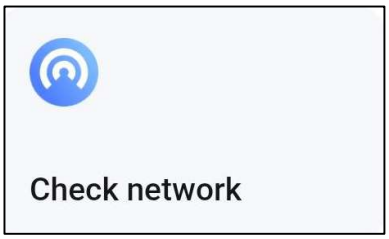
In the “Scenarios and automations” tab, you can view scenarios that the device is used in.



> **NOTE**
> For more details on scenarios and automations, see subsection 4.4 below.

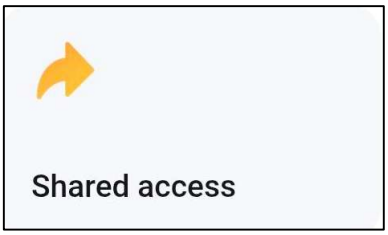
Diagnosing the connected network

In the “Check network” tab, you can check if the app is correctly connected to the device, check the Wi-Fi signal strength and network connection status. If the app detects any issues, they will be displayed on the screen.



Sharing access

In the “Shared access” tab, you can share access to the device with other users.



Through shared access, other users can control the device, change modes and operating settings, but cannot install or change device data, create scenarios, or remove devices from the app.

Go to the “Shared access” tab, then select the method of granting shared access:

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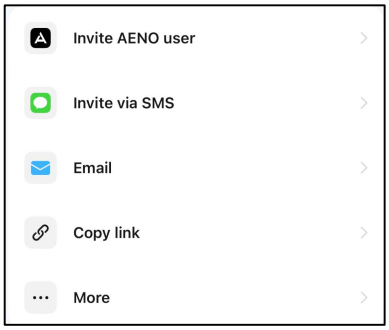
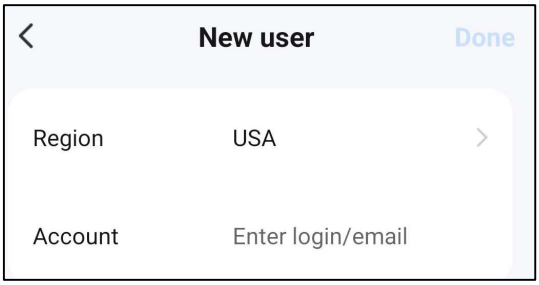
- **AENO** account;
- Third-party apps/messengers.



To grant access to the device via an existing **AENO** account, do the following:

1. Select the “Invite AENO user” option.
2. Enter user details to share access: region and account login/email. Tap “Done”.

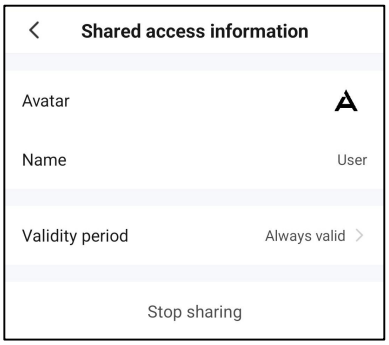


3. Find the added user in the list and confirm sharing access.

When receiving an invitation to shared access via third-party apps/messengers, the new user will need to download the **AENO** app and create an account.

To open the list of users granted shared access, tap “Access control”.

You can view additional information about the added account, change the access validity period, or delete it by tapping the user account in the list.



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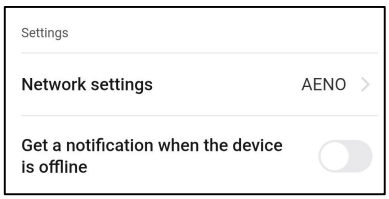
Additional network setup

In the “Settings” subsection, you can:

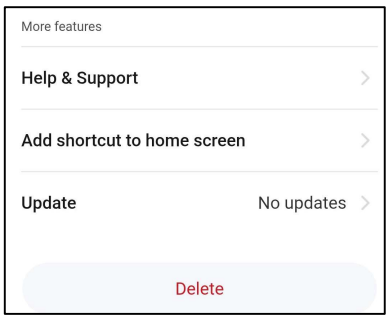
- view information about the status and settings of the connected network and set up a backup network;
- Set up notifications when the device goes offline.



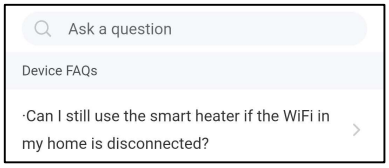
Viewing Additional Features

In the “More features” subsection, you can:

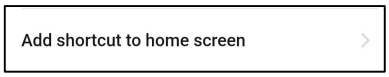
- Contact technical support;
- Add the heater shortcut to the controlling device's home screen;
- check for firmware updates and enable automatic updates;
- Remove device from the mobile app.



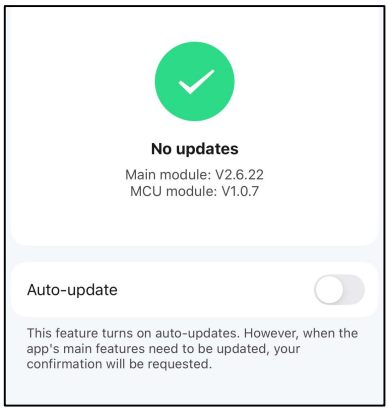
On the “Help & Support” page, you can check frequently asked questions and create a support ticket if you experience any issues while using the device.



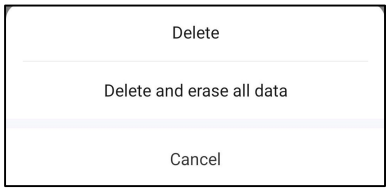
In the “Add shortcut to home screen” window, you can create a shortcut to quickly open the device's control panel without having to open the app.



In the "Update" window, the user can check the device update version and enable automatic firmware update installation.



In the “Delete” window, you can remove the device from the app. Once removed, it will no longer appear in the “Home” tab on the app's main screen. The user can also completely delete all data about the heater from the app.



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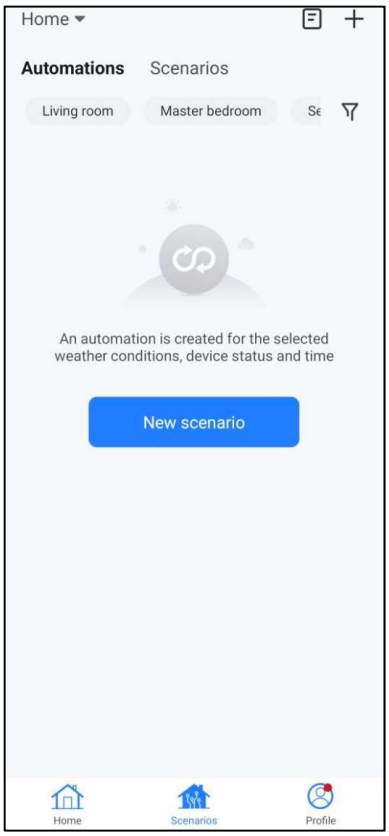
4.4 Scenarios and Automations

In the “Scenarios” tab on the app's main screen, you can select conditions for automation and/or create and manually run scenarios.

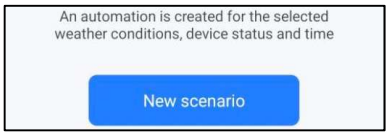


Automation is an event that starts automatically and is executed every time the conditions specified in it are met.

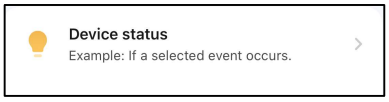
A scenario is an event that is started manually at the user's discretion and is executed once when the conditions specified in it are met.

4.4.1 Creating and Running an Automation

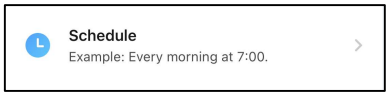
1. Tap “New scenario” in the “Automations” window and select conditions that will trigger the automation:



   Device state: automation will start if the device enters the selected state or when the selected setting is activated (for example, constant heating is selected).



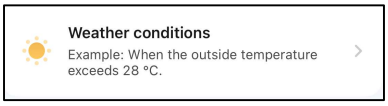
   Schedule: automation will start at the set time (for example, every morning at 7:00).



ATTENTION!

If you do not select the days when the automation should start, it will trigger once if the conditions are met.

   Weather conditions: automation will start when the selected external environment conditions are met (for example, the outdoor temperature drops below 10 °C).



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ATTENTION!

For the automation to work correctly, specify the exact address of the location where weather conditions should be read.

2. Confirm your selection by tapping “Confirm”.

3. Select the action that will occur when the automation condition is met:

Device status: the selected event will occur (for example, the “SMART” heating mode will activate).

Scenario/automation: a pre-created scenario or automation will be started.

Delay: a delay will be set before the next action is triggered. In this case, you need to add another action after the specified delay.

Notification: the user will receive a notification about the event through the message center.

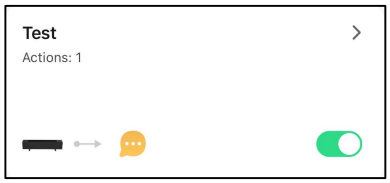
4. If necessary, select additional trigger conditions and automation actions.

NOTE

You can select the automation duration under the “If” and “Then” windows.

5. Tap “Save” at the bottom of the screen, enter the automation name, and tap “Confirm”.

6. After saving, the automation will be activated automatically. You can deactivate it in the “Automations” window of the “Scenarios” tab.



4.4.2 Scenarios

1. Tap “New scenario” in the “Scenarios” window. Select “Run scenario”.

2. Select one of the actions that will trigger after the scenario starts:

Device status: the selected event will occur (for example, the “SMART” heating mode will activate).

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Scenario/automation: a pre-created scenario or automation will be started.

Delay: a delay will be set before the next action is triggered. In this case, you need to add another action after the specified delay.

3. If necessary, select additional scenario actions.
4. Tap “Save” at the bottom of the screen, enter the scenario name, and tap “Confirm”. The created scenario will appear in the “Scenarios” window.

To **run the scenario**, tap its image in the list.

To **edit** a created scenario, tap “...” next to the scenario name in the list.

> **NOTE**
> You can also control scenarios using the Siri voice assistant. For details on control via Siri, see Paragraph 4.5.3 below.

4.5 Control via Voice Assistants

> **ATTENTION!**
> To control the heater via voice assistants, it must be already activated in the **AENO** app.

Before connecting the device to a voice assistant, make sure the device and your smartphone are connected to the same 2.4 GHz Wi-Fi network.

4.5.1 Google Assistant

To control the heater via Google Assistant, you need a Google account.

1. Download the Google Home app from Google Play or App Store. Create an account or log in to an existing account.
2. Open the heater's additional settings in the **AENO** app, go to the “Voice assistants” tab, and select “Google Assistant”. For more details, see paragraph 4.3.9 above.
3. Tap “Connect” in the window that opens.
4. Follow the on-screen instructions to connect.
5. Once integration is complete, wait for the “Google Assistant is connected” message to appear. The voice assistant is ready to use.

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4.5.2 Amazon Alexa

To control the heater via the Amazon Alexa voice assistant, you need an Amazon account.

1. Download the Amazon Alexa app from Google Play or App Store. Create an account or log in to an existing account.
2. Open the heater's additional settings in the **AENO** app, go to the “Voice assistants” tab, and select “Amazon Alexa”. For more details, see paragraph 4.3.9 above.
3. Tap “Connect” in the window that opens.
4. Confirm consent to integrate the **AENO** app and Amazon Alexa by tapping “Link”. In the pop-up window, select “AENO App”.
5. Follow the on-screen instructions to connect.
6. Once integration is complete, wait for the “Amazon Alexa is connected” message to appear. The voice assistant is ready to use.

4.5.3 Siri

NOTE

The Siri voice assistant is a built-in element of the iOS. Siri cannot be installed on Android devices.

To control the heater via the Siri voice assistant, you need an Apple ID account.

The heater is controlled using Siri via scenarios. Create the desired scenarios in the “Scenarios” tab. For details, see Subsection 4.4 above.

1. On the main screen of the **AENO** app, open the “Scenarios” tab, then tap “Add to Siri” at the bottom of the screen.
2. In the window that opens, select the scenario for which you want to add a voice command.
3. Follow the on-screen instructions to set up the voice command. Choose simple, easy-to-pronounce phrases.
4. Check that the created command is correct. If necessary, record the phrase again. After setup, tap “Done”. The voice assistant is ready to use.

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5 Care, Maintenance, and Repair

ATTENTION!
Drain water and clean the device only after unplugging the device!

5.1 Water Tank Care

ATTENTION!
Microorganisms present in water and the external environment may multiply in the water tank and enter the air. Change the water in the tank and clean it at least once every 3 days to prevent unpleasant odors and health hazards.

ATTENTION!
Allow the device to dry completely without closing the plugs if you do not plan to use the humidification function for a long time, as well as before storage. Do not leave water in the tank for a long time.

ATTENTION!
Touch the device with dry hands only.

5.1.1 Draining Water from the Tank

1. Unplug the device.
2. Place a suitable container (volume ≥ 2 l) under the water drain hole plugs as shown in the figure below.

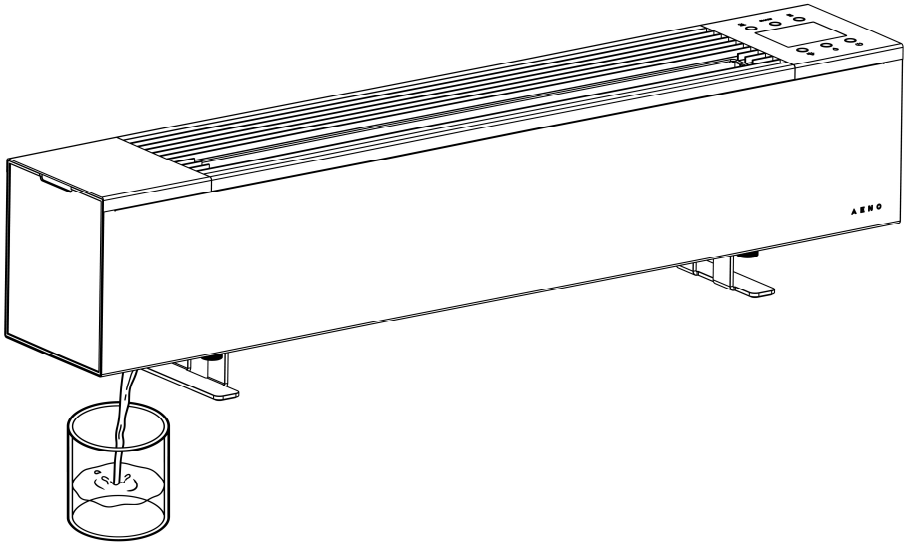

Figure 11 – Position of the Container for Draining Water

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3. Open the water drain hole plugs as shown in the figure below. Wait until the remaining water completely drains into the container.

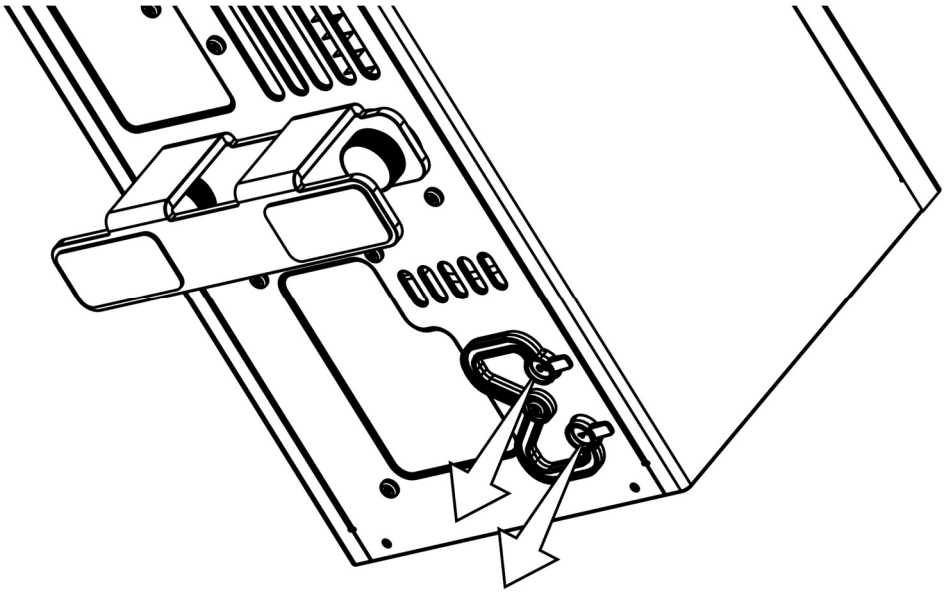

Figure 12 – Removing the Plugs

5.1.2 Cleaning the Water Tank

One of the reasons for an unpleasant odor during water vapor generation is contamination of the water tank.

To clean the tank, do the following:

1. Fill the tank with purified/distilled water (for more details, see paragraph 2.2.1 above).
2. Plug in the device and turn it on by pressing the on/off button on the control panel.
3. Turn on water vapor generation by pressing the corresponding button on the control panel and wait for steam to appear.
4. Turn off the device by pressing the on/off button on the control panel.
5. Repeat steps 1–3 of paragraph 5.1.1 above.
6. Close the plugs tightly and repeat the cleaning procedure several more times.

5.2 Technical Maintenance and Repair

The AENO™ Heater does not require special maintenance during use. Nevertheless, to maintain the proper condition and stable operation of the device, perform the following actions:

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- follow the safe use rules for the device described in this document;
- clean the device surface with a slightly damp then dry lint-free cloth (at least once a month);

> **ATTENTION!**
> Do not use chemical or aggressive detergents, abrasive pastes, products containing acids and solvents, or steel wool sponges to clean the device.

- use only purified/distilled water to fill the tank;
- regularly empty the tank and allow it to dry completely;
- check the relevance of the device firmware version and the **AENO** app for updates (if automatic updates are not configured on the smartphone).

Promptly contact an authorized service center if you detect any malfunctions and/or mechanical damage. The AENO™ Heater must be repaired at **authorized service centers only**.

In case of warranty repair or replacement, contact an authorized service center or the selling company (if there is no authorized service center) with the proof of purchase and the damaged device.

For more information on repair and replacement of the AENO™ Heater, contact your local company representative or technical support at **aeno.com**.

6 Warranty Obligations

The manufacturer's warranty for the device is 2 (two) years. The warranty period starts from the date of retail sale of the device to the end customer. The service life of the device is 2 (two) years.

Your country's laws regarding the sale of consumer goods may give you other rights. This limited warranty does not apply to such rights.

The manufacturer guarantees proper functioning of all materials, accessories, and assembly of AENO™ products provided that the instructions for use set forth in this User Manual are followed during the warranty period.

For warranty replacement, the device must be returned to the retailer, along with the receipt verifying the purchase.

The following are not considered product defects:

- The smell of new plastic or rubber emitted by the device during the first days of use;
- Change of shade, gloss of equipment parts during use;

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- Noises (not exceeding sanitary standards) related to the operating principles of individual device elements;
- Noises caused by natural wear and tear (aging) of materials, namely:
  - Crackling during heating/cooling;
  - Creaking;
  - Slight rattle of mechanisms.
- The need to replace consumables and wear parts that have become unusable as a result of natural wear and tear.

6.1 AENO™ Service Centers

Visit **aeno.com** to see the list of cities where the manufacturer's authorized service centers are located.

6.2 Warranty Service Procedure

If you discover a suspected malfunction or defect of the device, please contact an authorized service center before the end of the warranty period and provide the following:

1. The device with a suspected fault or defect.
2. Original document confirming the purchase.

If there is no authorized service center, the consumer shall contact the store where the device was purchased.

Warranty service does not cover adjustments, setup, cleaning, and other maintenance of the device as specified in this User Manual.

6.3 Limitation of Liability

Devices presenting manufacturing defects are eligible for warranty service during the warranty period. In this case, the warranty period is extended for a period equal to the duration of the repair.

AENO™ products are not eligible for free warranty service if the following damages or defects are found:

- Damage caused by force majeure, accidents, negligence, intentional or careless actions (omissions) of the buyer or third parties;

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- Damage caused by the effects of other objects, including but not limited to exposure to moisture, dampness, extreme temperatures, or environmental conditions (or if they change drastically), corrosion, oxidation, ingress of food or liquid and exposure to chemicals, animals, insects, and their byproducts;
- If the device has been opened (the seals are compromised), modified, or repaired by anyone other than an authorized service center, or using non-original spare parts;
- Defects or damage caused by improper use of the device, or use not for its intended purpose, including use contrary to the instructions in the User Manual;
- Defects caused by natural wear and tear of the product, including covers, casings, batteries, or User Manuals;
- If the serial number (factory stickers), the date of manufacture, or the model name on the device have been removed, erased, damaged, altered, or are illegible;
- In case of violation of the installation and operation rules and conditions of the device as outlined in this User Manual;
- Cracks and scratches, as well as other defects resulting from transportation, use by the buyer, or careless handling on their part;
- Mechanical damage occurring after the device is handed over to the user, including damage caused by sharp objects, bending, compression, dropping, etc.;
- Damage caused by non-compliance with standards for parameters of power, telecommunications, cable networks, and external factors.

This limited warranty is exclusive and is the only warranty provided, replacing any other express or implied warranties.

The manufacturer provides no warranties, express or implied, beyond the description contained herein, including any implied warranties concerning the merchantability and fitness for a particular purpose.

It is at the buyer's discretion to use a faulty, defective, or unfit device. The manufacturer shall not be liable for damage caused to other property due to any defects of the device, loss of device utility, loss of time, or for any special, accidental, indirect, or consequential damage, punitive damages and losses, including but not limited to commercial damage, loss of profit, lost revenue, loss of confidential or other information, losses caused by interruptions in commercial or production activities due to the device being found faulty, defective, and unfit for use.

NOTE

ASBISC does not manufacture products classified as critical equipment! Critical equipment includes life support systems, medical devices and devices used in implantation, commercial transportation equipment, equipment for nuclear facilities or systems, and equipment for other applications where device failure could result in injury, death, or property damage.

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7 Storage, Transportation, and Disposal

The device is not intended for use in areas exposed to hazardous and harmful environmental factors.

If the device is not going to be used for a long time, it is recommended to store it in its original packaging in a clean, well-ventilated, enclosed space, out of reach of children, isolated from acids and alkalis, away from heating appliances, and protected from direct sunlight and moisture to prevent the accumulation of dust and dirt on the device, as well as to prevent the exposure to moisture. Do not expose the device to significant temperature fluctuations. To avoid damage, it is recommended to store the device in a horizontal position and not place any objects on it.

> **NOTE**
> If these requirements are not met, ASBISC does not guarantee preservation of the declared device parameters due to possible loss of utility of its components, dust accumulation, moisture, or negative impact of other factors.

The device may be transported by any type of covered vehicles (in railway cars, closed cars, hermetically sealed heated aircraft compartments, etc.) in accordance with the requirements of applicable regulatory documents applicable to fragile cargo subject to moisture exposure. During transportation, the heater and its accessories must be in the original packaging. When moving the assembled heater, hold it by the legs.

Similar requirements of the applicable regulations apply to the device's storage conditions in the supplier's warehouse.

> **NOTE**
> When transporting and storing the device, the temperature and humidity conditions specified in the relevant technical specifications table of this document must be observed.

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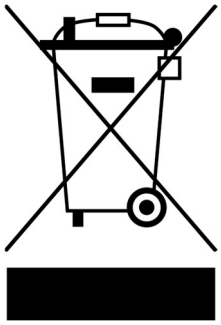
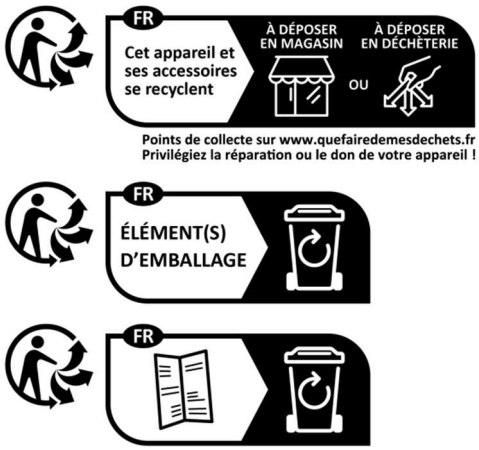


In accordance with the Waste Electrical and Electronic Equipment (WEEE) regulations and waste battery and accumulator regulations, all electrical and electronic equipment must be collected separately at the end of its service life and cannot be disposed of with unsorted household waste.

Do not dispose of the device, its batteries and accumulators, or its electrical and electronic accessories with unsorted household waste, as this will harm the environment. Parts of unusable devices shall be separated and sorted by material type. In this way, each user can contribute to the reuse, recycling and other forms of recovery of waste electrical and electronic equipment. Proper collection, recycling, and disposal will help avoid potential negative impact on health and the environment from harmful substances contained in the devices.



This symbol is used in France and indicates that the product and the packaging are recyclable. This waste must be sorted before disposal. Packaging can be disposed of in accordance with applicable recycling rules. Small appliances should be returned to the point of sale or dropped off at a local recycling center. For addresses of recycling centers in France, visit **quefairedemesdechets.fr**.

To dispose of the device and its electrical and electronic accessories, they must be returned to the point of sale or brought to a local waste collection and recycling facility recommended by the state or local authorities. The disposal is carried out in accordance with the applicable laws and regulations of the relevant country.

For more information on how to properly dispose of used equipment, please contact the supplier, your local waste disposal facility, or your local authorities responsible for waste disposal.

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8 Other Information

Manufacturer:

Name	ASBISC Enterprises PLC
Address	Iapetou, 1, Agios Athanasios, 4101, Limassol, Cyprus
Contact information	Tel.: +48732080077 Email: info@asbis.com Website: asbis.com

Importer/Distributor

Ireland, Malta, United Kingdom

Name	ASBISC Enterprises PLC
Address	Iapetou, 1, Agios Athanasios, 4101, Limassol, Cyprus
Contact information	Tel.: +48732080077 Email: info@asbis.com Website: asbis.com

Details on the organisation that provides warranty service and deals with quality claims

The list of these organizations is updated regularly, so current information is available at **aeno.com** in the “Service and warranty” section.

Information about obtained certificates and declarations of conformity

Certificates	–
Declarations	EU Declaration of **Conformity** (including compliance with **LVD**, **EMC**, **RED**, **Ecodesign**, **RoHS**) No. 211020250001v1 dated 21.10.2025 Declaration of Conformity with the Technical Regulation of **Ukraine** “On the restriction of the use of hazardous substances in electrical and radio-electronic products”, dated 02.07.2026 Declaration of Conformity with the Technical Regulation of **Ukraine** “On radio equipment”, dated 02.07.2026 Declaration of Conformity with the Technical Regulation of **Ukraine** “On the basics of defining ecodesign requirements for electrical and electronic household and office products”, dated 02.07.2026
Powers of Attorney	–

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9 Troubleshooting

The table below lists typical problems that occur when connecting, setting up, and operating the heater.

Table 10 – Troubleshooting

No.	Problem	Possible causes	Solution
1	The heater does not turn on	The outlet has no power or is faulty	Check the mains voltage and make sure the outlet is working properly
		The power cord or plug is damaged	Check the integrity of the plug and power cord
		Power switch not set to position “I” (“On”)	Make sure the power switch is set to position “I” (“On”)
2	When “SMART” heating is turned on, the heater does not heat	The desired temperature is lower than the room temperature	Set the desired temperature higher than the current room temperature
3	Tank leaks	Water drain hole plugs not installed tightly	Make sure the water drain hole plugs are installed tightly
4	Device generates little / no steam at all, real fire effect is not noticeable	Incorrect water vapor generation intensity set	Set a higher water vapor generation intensity
		Low fire height and flicker settings	Adjust the real fire effect via the **AENO** app (see paragraph 4.3.4 above)
		There is too little or no water in the tank	Fill the tank (see paragraph 2.2.1 above)

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No.	Problem	Possible causes	Solution
5	Unpleasant odor from plastic device elements during heating	New device	Perform preliminary device warm-up: turn on the constant heating function at high power for 1–2 hours (for more details, see paragraph 3.1.1 above)
6	Unpleasant odor in the tank / during water vapor generation	Stagnant water in the tank	Drain the water and clean the tank (see paragraphs 5.1.1 and 5.1.2 above)
7	The heater does not respond to commands from the mobile app	The network failed to connect	Restore the connection of the heater and smartphone to the 2.4 GHz Wi-Fi access point
8	Heater does not respond to button presses, a beep sounds when buttons are pressed	The “Child Lock” function is enabled	Disable the function manually or via the mobile app (see paragraphs 3.1.6 or 4.3.8 above)
9	The heater makes a sound, the power button blinks red	Device is dangerously tilted or has fallen, tip-over error triggered	Perform the steps in subsection 3.2
10	The heater does not warm up the room properly	The room area is too large	Put the device in a different place
		The room's thermal insulation level is insufficient	Improve the room's thermal insulation level

ATTENTION!

If none of the suggested solutions resolved the problem, contact the supplier or an authorized service center. Do not disassemble or attempt to repair the device yourself.

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10 Glossary

Class I	The device belongs to Class I protection against electric shock (grounding)
Degrees Fahrenheit (°F)	American unit of temperature measurement
Degrees Celsius (°C)	Metric unit of temperature measurement
GDPR (General Data Protection Regulation)	EU Regulation governing the processing of personal data on the Internet. The purpose of this regulation is to unify standards for processing and enhance the protection of personal data of all EU persons
IP20	Degree of protection indicating that the device is protected against ingress of solid particles larger than 12.5 mm in diameter. The device is not intended for outdoor use
Red Dot Design Award	One of the largest and most prestigious international design awards, awarded for outstanding achievements in consumer goods design, communications, and concepts
WEEE (Waste from Electrical and Electronic Equipment)	Waste Electrical and Electronic Equipment means used electrical or electronic equipment, including all components, subassemblies, consumables that are part of the equipment at the time it is taken out of service (including supplied batteries/rechargeable batteries (if any), components containing mercury, etc.).

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