

AENO

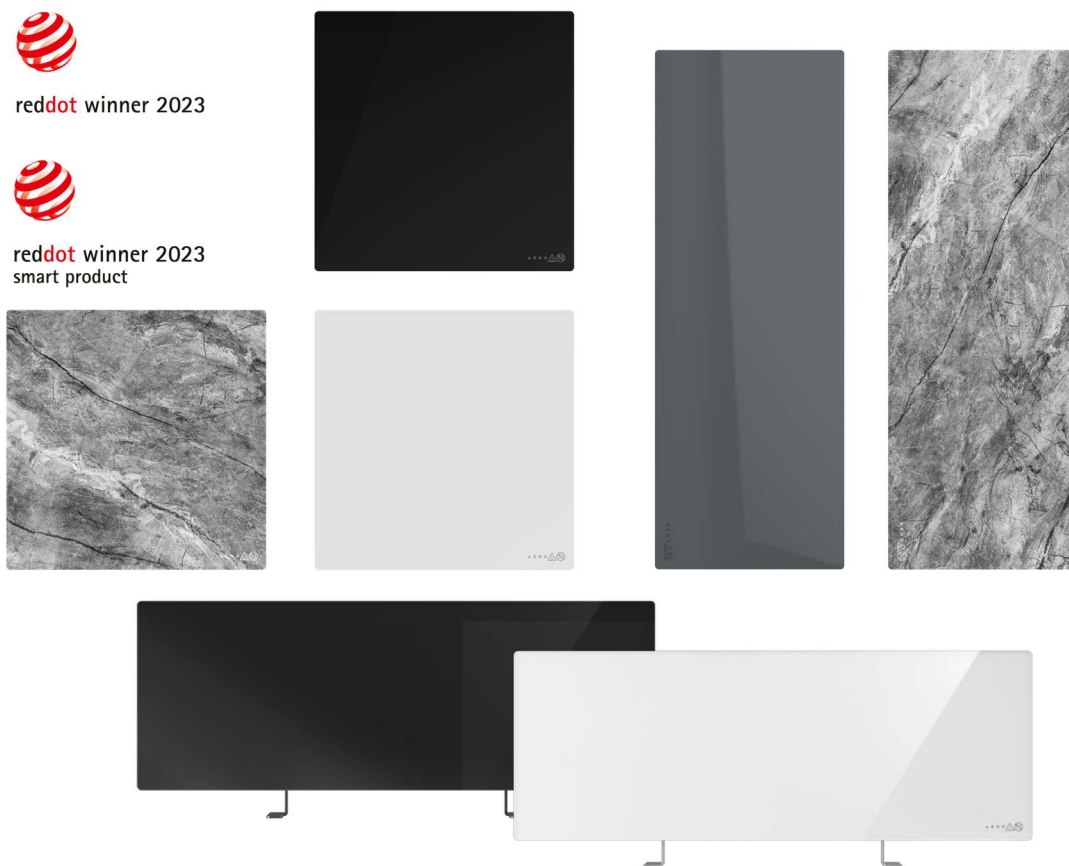
SEASONAL



reddot winner 2023



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smart product



Installation and Operation Manual

AENO™ Premium Eco Smart Heater

models: AGH0001S (-IT, -CH, -UK, -SA), AGH0002S (-IT, -CH, -UK, -SA)

AENO™ Premium Eco Smart Heater (LED)

models: AGH0003S (-IT, -CH, -UK, -SA), AGH0004S (-IT, -CH, -UK, -SA),
AGH0005S (-IT, -CH, -UK, -SA), AGH0006S (-IT, -CH, -UK, -SA)

AENO™ Premium Eco Smart Quadro Wall Heater

models: AGH0011S (-IT, -CH, -UK, -SA), AGH0012S (-IT, -CH, -UK, -SA),
AGH0013S (-IT, -CH, -UK, -SA)

(including the above models with the “-A” suffix)

Version 3.1.0 | May 2026

Introduction

The AENO™ Heater is intended for heating residential and office spaces.

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

Copyright

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The AENO trademark belongs to ASBIS GROUP OF COMPANIES (hereinafter referred to as ASBISC, the manufacturer).

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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document without prior notice to users and is not responsible for any negative consequences arising from the use of an outdated version of the document, as well as for any possible technical and typographical errors or omissions, or for any accidental or indirect damage that may arise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 requirements¹. You can read the Privacy Policy at **aeno.com/privacy-policy**.

¹ See Section 10, “Glossary”.

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).

Tested by TÜV NORD in accordance with Directive 2014/35/EU.



This device complies with ECAS (Emirates Conformity Assessment Scheme) labeling requirements for sale in the United Arab Emirates.



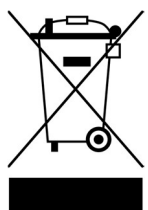
This device complies with UKCA labeling requirements for sale in the United Kingdom.

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 complies with the requirements of the following technical regulations of Ukraine.



This symbol indicates that when disposing of the device, its batteries and accumulators, as well as its electrical and electronic accessories, you must follow the rules for handling waste electrical and electronic equipment (WEEE)¹ and the rules for handling waste batteries and accumulators.

¹ See Section 10, "Glossary."

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 herein is in compliance with Directive 2014/53/EU. The full text of the Declaration of Conformity is available at:

AGH0001S, AGH0002S	aeno.com/documents/gh1s-gh2s
AGH0003S, AGH0004S, AGH0005S, AGH0006S, AGH0011S, AGH0012S, AGH0013S	aeno.com/documents/gh3s-gh13s

	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

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



Hot surface! Risk of burns from contact with the heating surface! Do not touch the heating panel until it has completely cooled down! **Do not allow the power cord to come into contact with the heating panel!**



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.

IP44

The ingress protection rating of the device, which provides protection against the ingress of solid particles larger than 1 mm, as well as drops and splashes falling from any angle.



General warning symbol.



The device falls under Class II protection against electric shock (double insulation).



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.



Do not expose the packaging or the device to liquids.



The absence of moving parts in the device design prevents dust formation.



The device may be damaged or broken if handled carelessly.



Keep the packaging and the device away from moisture.



The materials used in the device do not contain toxic substances.



The device has a built-in temperature maintenance function.



The device is certified in accordance with the standards applicable in the countries where it is sold.



Innovative product.

Rules for safe installation of the device

ATTENTION!

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

ATTENTION!

Do not place the heater on carpets or heated floors.

1. **The device must be installed strictly in accordance with the installation instructions provided in this document.**
2. If the device has been transported and/or stored at low temperatures, leave it at room temperature for 2 hours before use.
3. The device is intended for indoor use only. Do not use the device outdoors.
4. Do not place the device in explosive, flammable, commercial, industrial, or agricultural locations, or in dusty environments or conditions that promote corrosion of the device's materials.
5. Do not place the device in areas with high noise levels or high-frequency interference.
6. Install the device only on a flat, stable, vertical, or horizontal surface.
7. The hooks and dowels included in the package are intended for mounting the device only on a reinforced concrete surface. When mounting on another type of surface, select appropriate fasteners suitable for both the chosen surface and the device weighing more than 10 kg.

ATTENTION!

The manufacturer is not responsible for any damage resulting from the use of unsuitable fasteners.

8. Do not bend the device or apply force in any other way during installation.
9. Do not install the device in areas accessible to children and pets.
10. Place the heater at least 1 meter away from any fabrics, furniture, decorations, and other flammable materials.
11. Do not place the device near a bathtub, shower, or any other water source.
12. Do not cover the power cord with carpets or any other coverings, and do not route it under furniture, appliances, or in areas where it can be tripped over.

Safe Use Rules

ATTENTION!

Hot surface. Risk of burns from contact with the heating surface. Do not touch the heating panel until it has completely cooled down! **Do not allow the power cord to come into contact with the heating panel!**

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!

ATTENTION!

Do not use the device if the glass panel is damaged, has chips and/or cracks, or if there are signs of damage to any other structural elements of the device. Do not use the device after it has fallen.

1. **The device may only be used if the rules described in this manual are followed.**
2. This device, as well as the **AENO** app, is not intended for use by children or by persons with a physical, mental, or intellectual disabilities unless they have sufficient experience and knowledge of how to use the device and are supervised by a person responsible for their safety.
3. Do not use the device in a room with persons who are unable to leave it on their own or who are not under the constant supervision of a person responsible for their safety.
4. Do not let children play with the device and its accessories.
5. When plugging the device in, make sure that the plug of its power cord fits snugly into the outlet.
6. Always make sure that the power cord is not twisted, bent, pinched, or in contact with hot, sharp objects or heat sources.
7. Ensure a quick and easy way to unplug the device.

8. 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.
9. Before plugging the device in, ensure that the rated voltage and frequency indicated in the technical specifications match the parameters of the power supply.
10. Use the heater at a distance of at least 1.5 meters from people and animals.
11. Touch the device with dry hands only.
12. Do not move the device while it is turned on or hot.
13. Do not leave the device unattended while it is plugged in.
14. Unplug the device if it is not used for a long time.
15. Do not drop or throw the device.
16. Do not expose the device to direct sunlight or temperatures outside the permissible values specified in this document for operation and storage.
17. Do not expose the device to moisture, oils, chemical and organic liquids, or vibration.
18. Unplug the device after use, before cleaning and storing away.
19. Unplug the device by grasping the plug, not the power cord.
20. Avoid the accumulation of dust on the heating panel. Do not use chemical or aggressive detergents, abrasive pastes, products containing acids and solvents, or steel wool sponges to clean the device.
21. Do not immerse the device, the plug, or the power cord in water or other liquids.
22. Move the device only by the brackets.
23. To replace a damaged power cord, in order to avoid hazardous situations, contact the manufacturer, an authorized service center, or a qualified specialist.
24. Do not disassemble the device or attempt to repair it yourself.

ATTENTION!

Damage to the device as a result of a fall voids the manufacturer's warranty.

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 experience any issues or difficulties while using your AENO™ device, please email support at **support@aeno.com** or contact us via the feedback form or online chat at **aeno.com/service-and-warranty** before returning the device to the store.

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1 General Description and Specifications

1.1 Purpose of the Device

The AENO™ Heater is an electric heating device with combined heat output, intended for additional and local heating of residential and office spaces.

Key advantages of the AENO™ Heater:

- Wi-Fi connectivity (2.4 GHz);
- Combined heat output system ¹:
 - Infrared heating – 75 %;
 - Convection heating – 25 %;
- Low power consumption;
- Constant heating and automatic maintenance of the set room temperature;
- Adjustment of the heating panel temperature;
- Electronic thermostat and tilt sensor;
- Manual and remote control (via mobile app and voice assistants);
- Feature that allows to set operating and shutdown schedules;
- Monitoring of the energy consumption and power;
- Child lock function, which allows blocking manual control;
- Silent operation;
- Heating surface made out of tempered glass;
- Use of non-toxic materials in production;
- Winner of the Red Dot Design Award ² (AGH0001S, AGH0002S) in the categories “Heating and Air Conditioning Technology” and “Smart Product”.

Hereinafter, any mention of models **AGH0001S** and **AGH0002S** refers to all configurations of these models, **AGH0003S–AGH0006S** – to all configurations of these models, and **AGH0011S–AGH0013S** – to all configurations of these models.

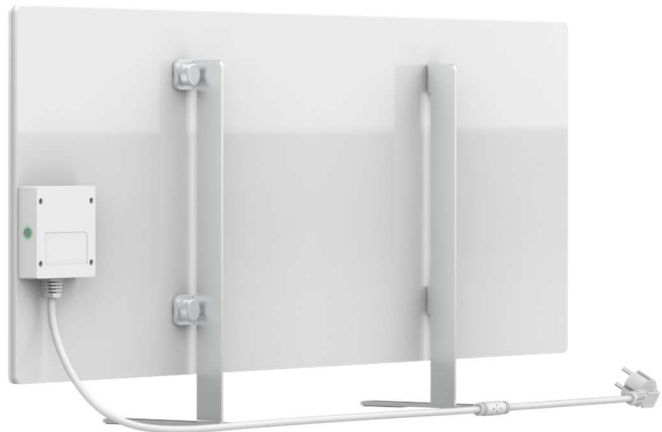
¹ For details, see Subsection 1.9.

² See Section 10, “Glossary.”

1.2 Device Overview (AGH0001S, AGH0002S)



1(a) – Front view (AGH0001S)



1(b) – Rear view (AGH0001S)



2(a) – Front view (AGH0002S)



2(b) – Rear view (AGH0002S)

Figure 1 – Device Overview (AGH0001S, AGH0002S)

1.2.1 Device Elements (AGH0001S, AGH0002S)

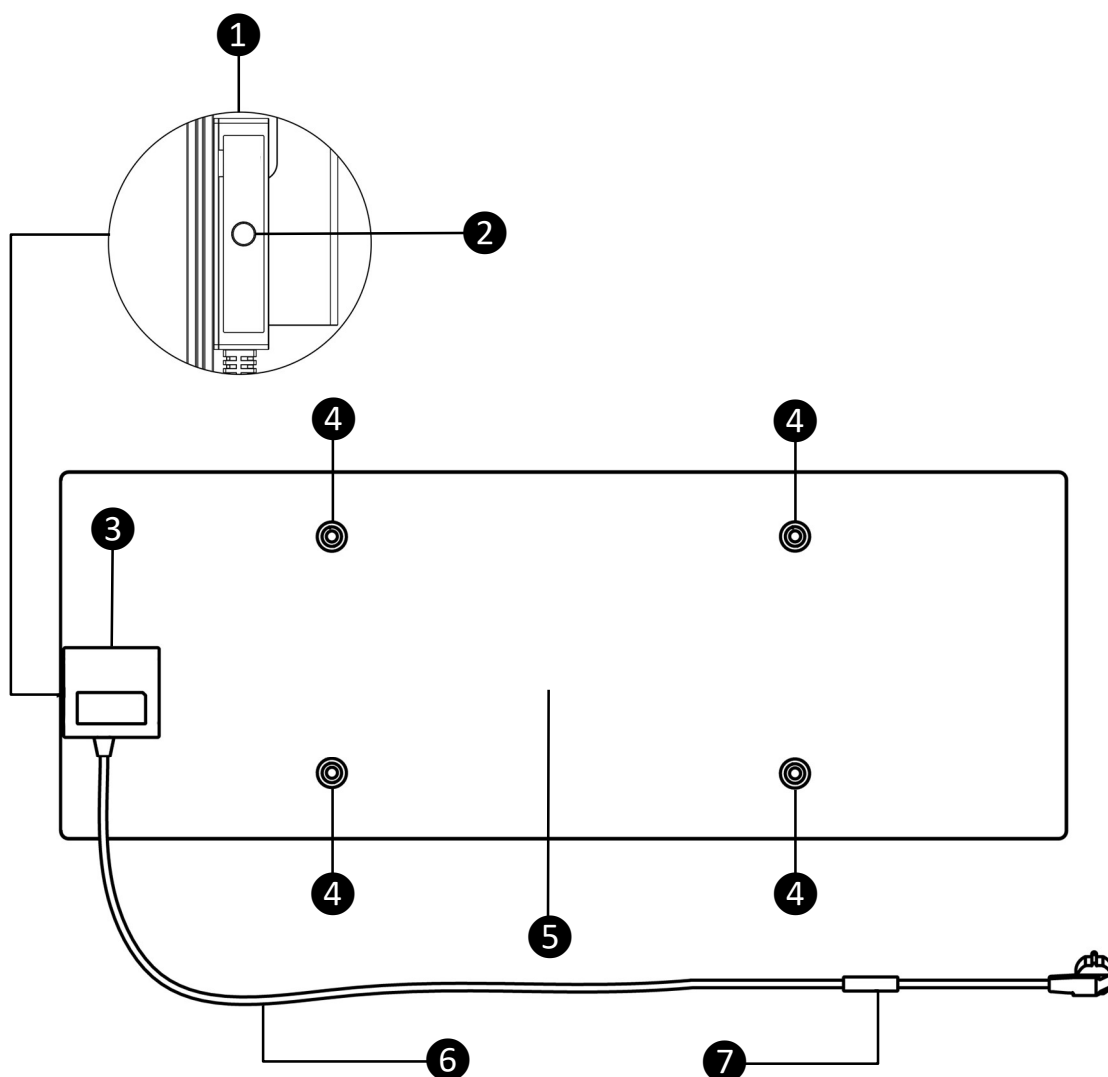


Figure 2 – Device Elements (AGH0001S, AGH0002S)

Device elements (see Figure above):

- 1 – Control panel;
- 2 – Power button;
- 3 – Control unit;
- 4 – Holes for mounting bolts for legs or brackets;
- 5 – Heating panel;
- 6 – Power cord;
- 7 – Temperature sensor.

1.3 Device Overview (AGH0003S–AGH0006S)



1(a) – Front view (AGH0003S)



1(b) – Rear view (AGH0003S)



2(a) – Front view (AGH0004S)



2(b) – Rear view (AGH0004S)



3(a) – Front view (AGH0005S)



3(b) – Rear view (AGH0005S)



4(a) – Front view (AGH0006S)



4(b) – Rear view (AGH0006S)

Figure 3 – Device Overview (AGH0003S–AGH0006S)

1.3.1 Device Elements (AGH0003S–AGH0006S)

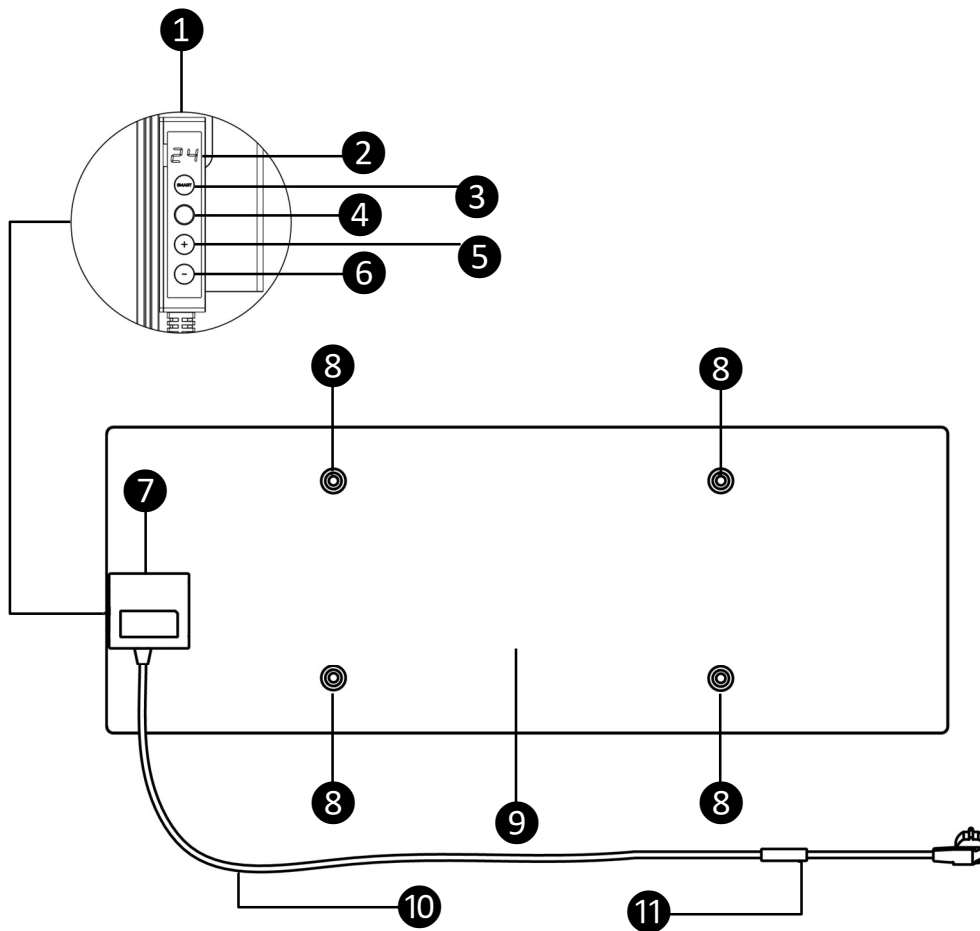
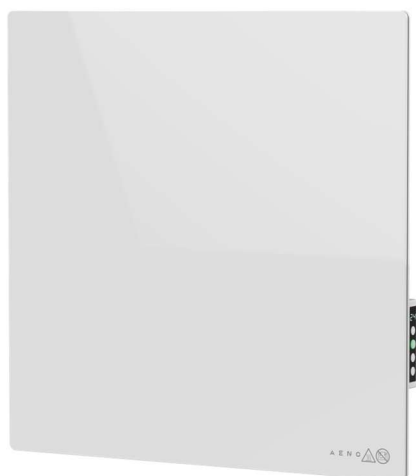


Figure 4 – Device Elements (AGH0003S–AGH0006S)

Device elements (see Figure above):

- 1 – Control panel;
- 2 – LED display;
- 3 – “SMART” button;
- 4 – Power button;
- 5 – Temperature increase button;
- 6 – Temperature decrease button;
- 7 – Control unit;
- 8 – Holes for mounting bolts for legs or brackets;
- 9 – Heating panel;
- 10 – Power cord;
- 11 – Temperature sensor.

1.4 Device Overview (AGH0011S–AGH0013S)



1(a) – Front view (AGH0011S)



1(b) – Rear view (AGH0011S)



2(a) – Front view (AGH0012S)



2(b) – Rear view (AGH0012S)



3(a) – Front view (AGH0013S)



3(b) – Rear view (AGH0013S)

Figure 5 – Device Overview (AGH0011S–AGH0013S)

1.4.1 Device Elements (AGH0011S–AGH0013S)

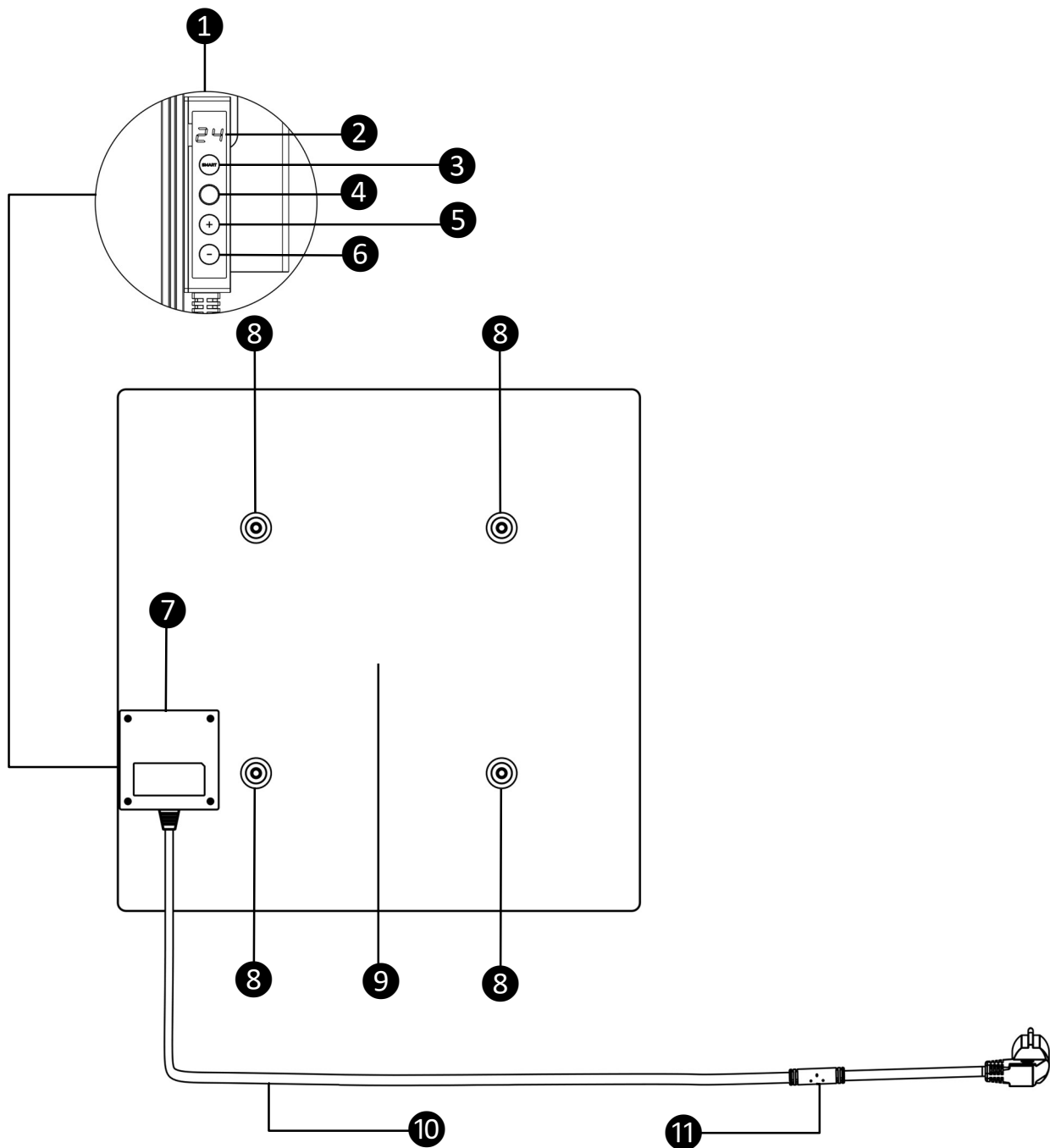


Figure 6 – Device Elements (AGH0011S–AGH0013S)

Device elements (see figure above):

- 1 – Control panel;
- 2 – LED display;

- 3 – “SMART” button;
- 4 – Power button;
- 5 – Temperature increase button;
- 6 – Temperature decrease button;
- 7 – Control unit;
- 8 – Holes for mounting bolts for wall brackets;
- 9 – Heating panel;
- 10 – Power cord;
- 11 – Temperature sensor.

1.5 Button Functions and Indicators

NOTE

Models AGH0001S and AGH0002S have only a power button. Heating control in “SMART” mode and temperature switching are available only through the **AENO** app.

Table 1 – Power Button Functions (All Models)

Action	Function
Press once	Turn the device on/off
Press and hold for at least 4 seconds	Switch to manual Wi-Fi pairing mode
Press and hold for at least 10 seconds	Reset the device to factory settings
Press 5 times within 4 seconds	Manually disable child lock

Table 2 – LED Indication of the Power Button (All Models)

Color	Status	Description
Sky blue	On	Device is plugged in and activated in the AENO app, but not turned on
	Flashing ¹	Device is plugged in, but not activated in the AENO app and not turned on

¹ Flashing – indicator is on for 3 s, then off for 0.3 s.

Color	Status	Description
Green	On	Device is plugged in, activated in the AENO app, and turned on
	Flashing	Device is plugged in, turned on, but not activated in the AENO app
Purple	Blinking fast ¹	Device is in manual Wi-Fi pairing mode
Red	Blinking ²	Device fall (incorrect device position); overcurrent, device overheating
	Blinking fast	The process of resetting the device to factory settings has been started
Yellow	On	Device is plugged in and working in “SMART” mode
	Off	Device is not plugged in; no voltage in the electrical network

Table 3 – Functions of the “SMART” Button, Temperature Increase and Decrease Buttons (Except AGH0001S, AGH0002S)

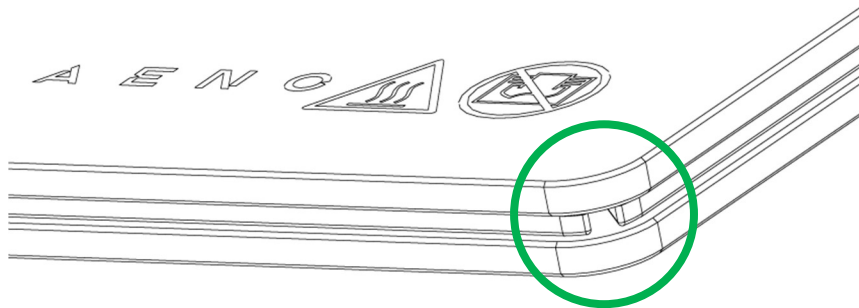
Button	Action	Function
“SMART” button	Press once	Turn heating on/off in “SMART” mode
Temperature increase button		Increase the desired room temperature by 1 °C / 1 °F
Temperature decrease button		Decrease the desired room temperature by 1 °C / 1 °F

¹ Blinking fast – indicator is on for 0.1 s, then off for 0.1 s.

² Blinking – indicator is on for 0.5 s, then off for 0.5 s.

1.6 Technological Hole

The technological hole in the heater's casing allows for air circulation and is not a device defect. Its location may vary depending on the heater model.

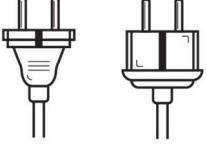
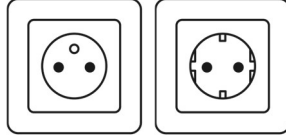
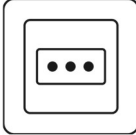
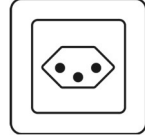
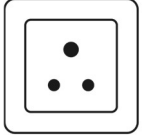


ATTENTION!

Do not cover the technological hole on the device.

1.7 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	-IT	-CH	-UK	-SA
Type E/F plug	Type L plug	Type J plug	Type G plug	Type M plug
				
For type E, F outlets	For type L outlets	For type J 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.

1.8 Technical Specifications

Table 4 – Technical Specifications

Parameter	Value		
Model	AGH0001S, AGH0002S	AGH0003S– AGH0006S	AGH0011S– AGH0013S
Power supply			
Rated voltage	230 V (AC)	230 V (AC)	230 V (AC)
	Permissible voltage range: 180–253 V (AC)		
Rated current	3.3 A	3.3 A	2.2 A
	≤ 0.01 A in standby mode		
Frequency	50 Hz	50 Hz	50 Hz
Rated power	760.0 W	760.0 W	500.0 W
	≤ 2.0 W in standby mode		
Network specifications			
Wi-Fi support	IEEE 802.11 b/g/n (2.4 GHz): EIRP < 20 dBm / 100 mW		
Integration			
Apps	AENO app		
Voice assistants	Google Assistant, Amazon Alexa, Siri		
Server	Cloud		

Parameter	Value		
Model	AGH0001S, AGH0002S	AGH0003S– AGH0006S	AGH0011S– AGH0013S
Functional features			
Heating type	Infrared – 75 %; Convection – 25 %		
Room heating area ¹	Up to 24 m ²		Up to 12 m ²
Automatic temperature maintenance	0–40 °C / 32–104 °F; Adjustment step – 1 °C / 1 °F		
Heating panel temperature	60–120 °C / 140–248 °F; Adjustment step – 5 °C / 9 °F		
Control	Manual, remote (via mobile app and voice assistants)		
Design features			
Temperature indication	AENO app	AENO app and LED display	
Heater type	Infrared, convection; double-sided		
Ingress protection rating	IP44 ²		
Protection class against electric shock	Class II ²		
Protection	Overcurrent protection: 6.3 A; Overvoltage protection: 305 V; Overheating protection: 155 °C		
Tilt sensor	Electronic gyroscope, automatic shutdown in case of a fall		
Material	Heating panel: tempered glass; Control unit: PC plastic		
Dimensions (L×W×H)	1,000×165×417 mm (with feet); 1,000×62×365 mm (with brackets)		500×62×500 mm (with brackets)
Power cord length	1.9 m		
Installation options	– On the floor;		– On the wall;

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."

Parameter	Value		
Model	AGH0001S, AGH0002S	AGH0003S– AGH0006S	AGH0011S– AGH0013S
	– On the wall; – On the ceiling		– On the ceiling
Color	White ("Glossy White"), Black ("Pearl Black")	White ("Glossy White"), Black ("Pearl Black"), Gray ("Noble Gray"), Marble ("Antique Marble")	White ("Glossy White"), Black ("Pearl Black"), Marble ("Antique Marble")
Net weight (with accessories)	8.8 kg	8.8 kg	6.2 kg
Warranty period	3 years		
Service life	3 years		
Certificates	CE, EAC, RoHS, UA.TR, UKCA		
Operating conditions			
Temperature	0...+40 °C		
Relative humidity	≤ 75 % (non-condensing)		
Storage conditions			
Temperature	–20...+70 °C		
Relative humidity	≤ 75 % (non-condensing)		

1.9 Heating Technology

The AENO™ Heater features a combined heat transfer system and uses both infrared rays (75 %) and convection (25 %) for heating:

- **Infrared rays** directly warm surfaces and objects within the heater's range, helping to maintain a comfortable indoor microclimate since infrared rays do not dry out the air.
- **Convection** allows the heating panel to warm the air in the room.

To achieve the most effective room heating, follow these recommendations:

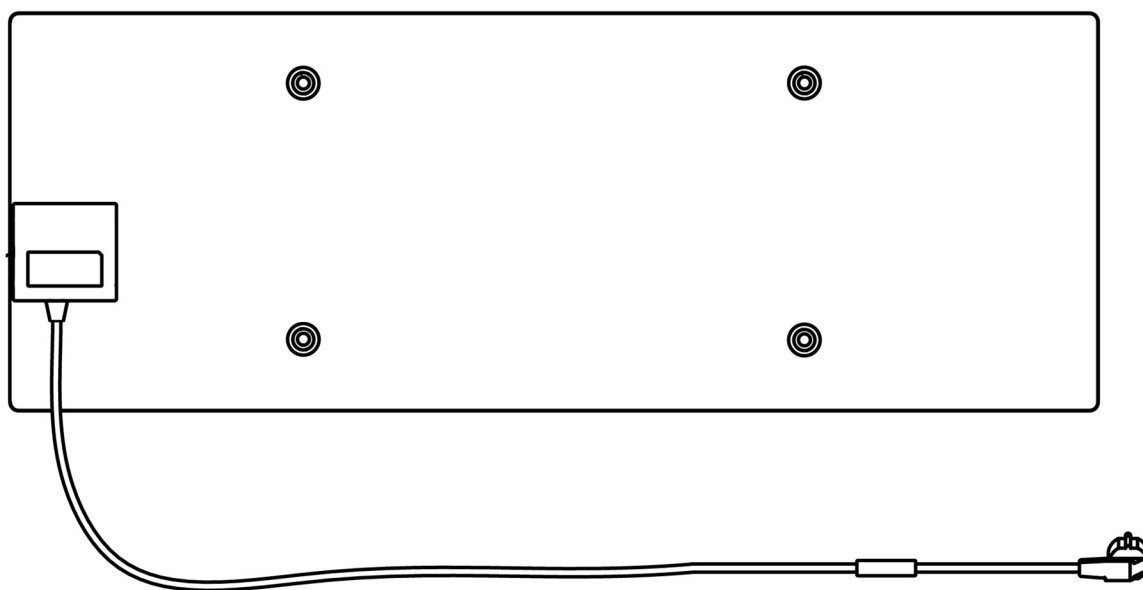
- Place the heater in locations where the infrared rays will not be obstructed.
- When using the “SMART” heating mode, ensure that the desired room temperature is set correctly. If the temperature in the room exceeds the set value, the heater will switch to standby mode and resume heating when the temperature drops below the set level.

1.10 Package Contents

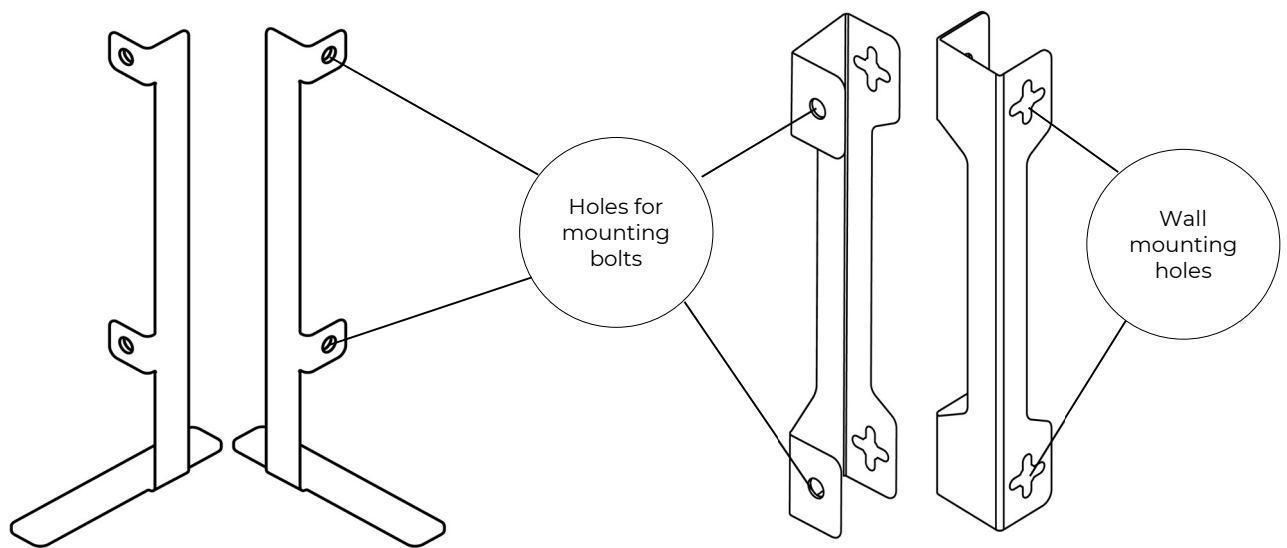
1.10.1 Package Contents (AGH0001S, AGH0002S, AGH0003S–AGH0006S)

The package for the AENO™ Heater models AGH0001S, AGH0002S, AGH0003S–AGH0006S includes:

1. Heater – 1 pc.
2. Feet for floor installation – 2 pcs.
3. Wall mounting brackets – 2 pcs.
4. Mounting kit:
 - a. Mounting bolts – 4 pcs.;
 - b. Screws with hooks – 4 pcs.;
 - c. Dowels – 4 pcs.
5. Wall drilling template – 1 pc.
6. Quick Start Guide – 1 pc.
7. Warranty card – 1 pc.

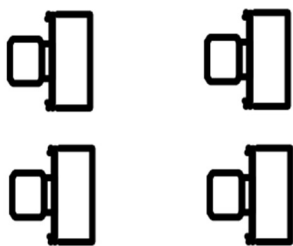


1 – Heater

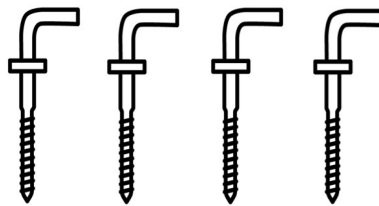


2 – Feet for floor installation

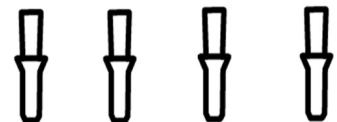
3 – Wall mounting brackets



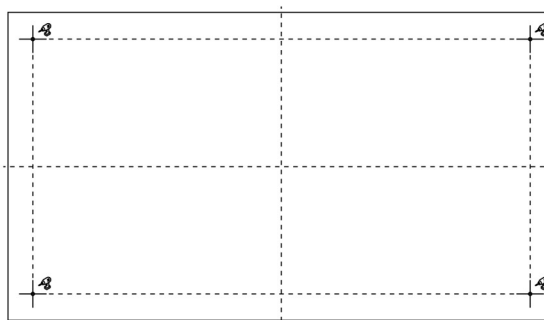
4(a) – Mounting bolts



4(b) – Screws with hooks



4(c) – Dowels



5 – Wall drilling template

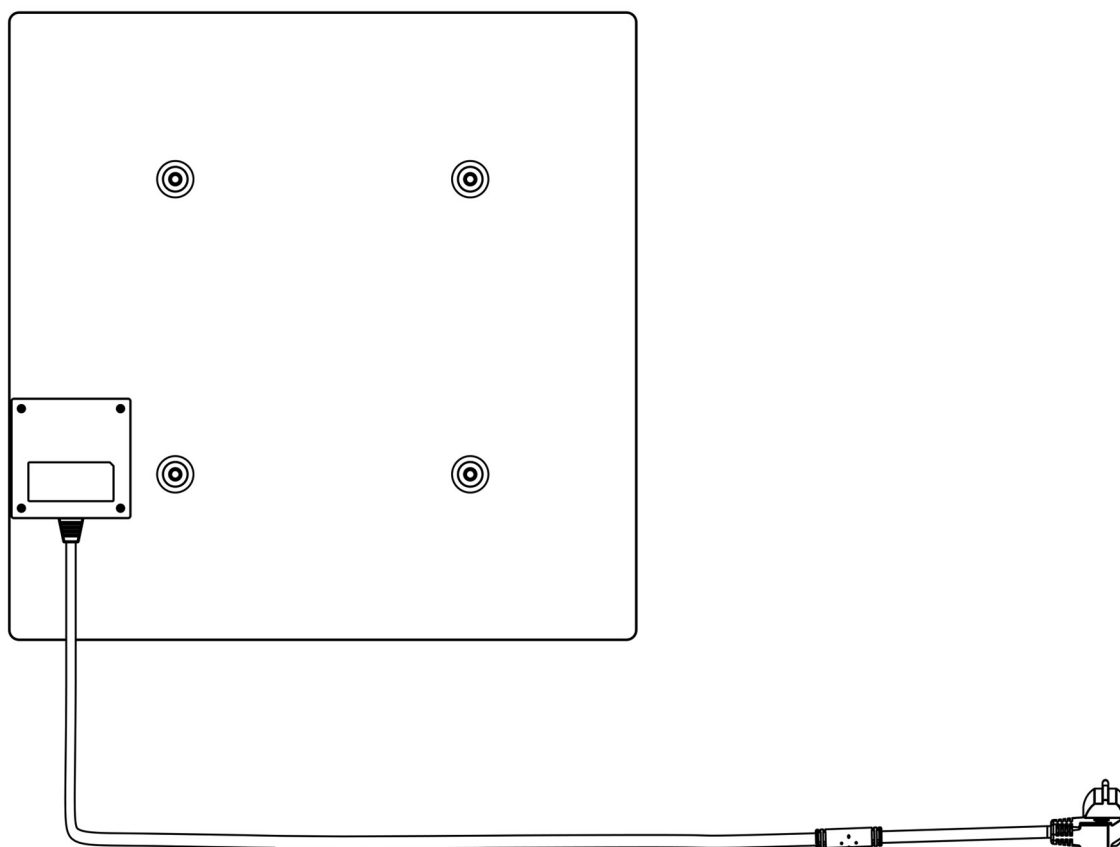
Figure 7 – Package Contents (AGH0001S, AGH0002S, AGH0003S–AGH0006S) ¹

¹ Images of accessories are provided for illustrative purposes only.

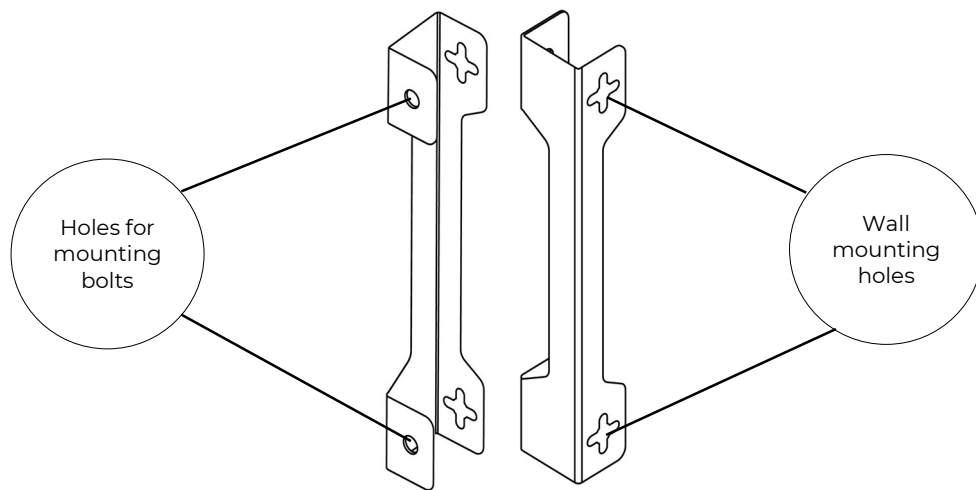
1.10.2 Package Contents (AGH0011S–AGH0013S)

The package for the AENO™ Heater models AGH0011S–AGH0013S includes:

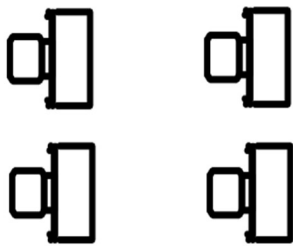
1. Heater – 1 pc.
2. Wall mounting brackets – 2 pcs.
3. Mounting kit:
 - a. Mounting bolts – 4 pcs.;
 - b. Screws with hooks – 4 pcs.;
 - c. Dowels – 4 pcs.
4. Wall drilling template – 1 pc.
5. Quick Start Guide – 1 pc.
6. Warranty card – 1 pc.



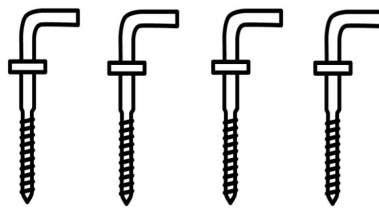
1 – Heater



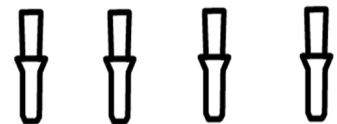
2 – Wall mounting brackets



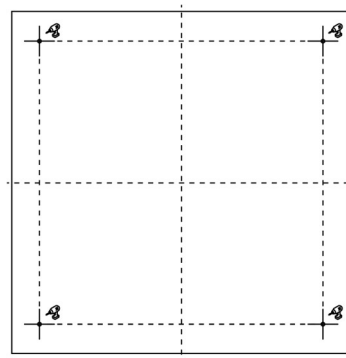
3(a) – Mounting bolts



3(b) – Screws with hooks



3(c) – Dowels



4 – Wall drilling template

Figure 8 – Package Contents (AGH0011S–AGH0013S) ¹

¹ Images of accessories are provided for illustrative purposes only.

1.11 Packaging and Labeling

The AENO™ Heater comes in an individual cardboard package, which has the following dimensions:

- Models AGH0001S, AGH0002S, AGH0003S–AGH0006S: 1,060×420×90 mm (L×W×H);
- models AGH0011S–AGH0013S: 600×600×850 mm (L×W×H).

Device weight in the package:

- Models AGH0001S, AGH0002S, AGH0003S–AGH0006S: 8.7 kg (net), 10.9 kg (gross);
- Models AGH0011S–AGH0013S: 6.2 kg (net), 7.9 kg (gross).

The package contains the full name and labeling, a list of included accessories, the main technical specifications of the device, as well as the date of manufacture and manufacturer information.

1.11.1 Package Labels Related to Recyclability



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



Labeling, indicating that the device packaging is made of recyclable cardboard.



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.



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.



The packaging complies with RoHS and REACH requirements and does not contain prohibited materials.



The raw material manufacturer for the packaging is certified by the Forest Stewardship Council (FSC™).



The raw material manufacturer for the packaging confirms responsible forest management.

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 complies with the NF T51-800 standard. Certificate number: TA8021702099 OK COMPOST HOME TÜV.

1.11.2 Determining the Date of Manufacture

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

The serial number is formed as follows:

NNNNNN Y WW XXXXX

	Numeric identifier of the sequential number of the manufactured device
	Numeric identifier of the week of manufacture (for example, "10" means the tenth week of the specified calendar year)

NNNNNN **Y** **WW** XXXXX

Numeric identifier of the year of manufacture, starting from 2020 (for example, “2” means 2022)

Short alphanumeric model identifier of the device (for example, “AGN101”)

1.11.3 Decoding the Device Model

The device configuration features are encoded in the model designation.

The device model name is formed as follows:

A GH 0001 S -IT -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:

“-IT” – type L plug

“-CH” – type J plug

“-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

Sequential model number in the AENO™ Heater lineup:

0001, 0003, 0011 – white device

0002, 0004, 0012 – black device

0005 – gray device

0006, 0013 – marble device

Device type:

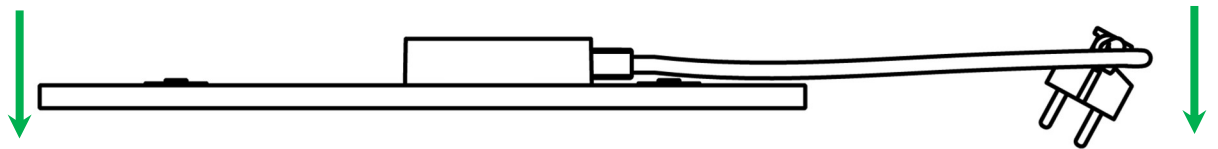
GH – glass heater

Device brand:

A – AENO™ brand device

2 Unpacking, Installation, and Preparing the Device for Use

1. Carefully open the packaging, remove the heater and accessories. Remove packing materials.
2. Place a clean, dry, soft cloth on a horizontal surface, then place the heater with the heating panel facing down on top of the cloth.



3. Wipe the heating panel on both sides with a slightly damp cloth, then with a dry cloth that does not leave streaks.

2.1 Device Installation (AGH0001S, AGH0002S, AGH0003S–AGH0006S)

Choose one of the heater installation methods:

- Floor installation on a flat, stable, horizontal surface;
- Wall mounting on a flat, non-tilted, vertical surface;
- Ceiling mounting on a flat, stable, horizontal surface.

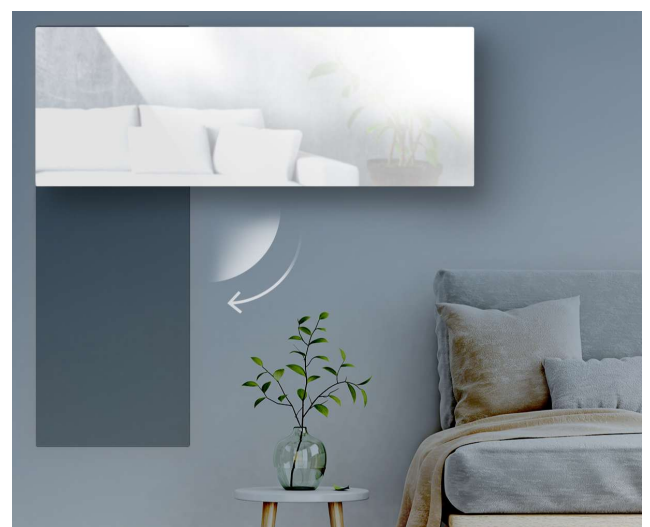




Figure 9 – Heater Installation Examples
(AGH0001S, AGH0002S, AGH0003S–AGH0006S) ¹

NOTE

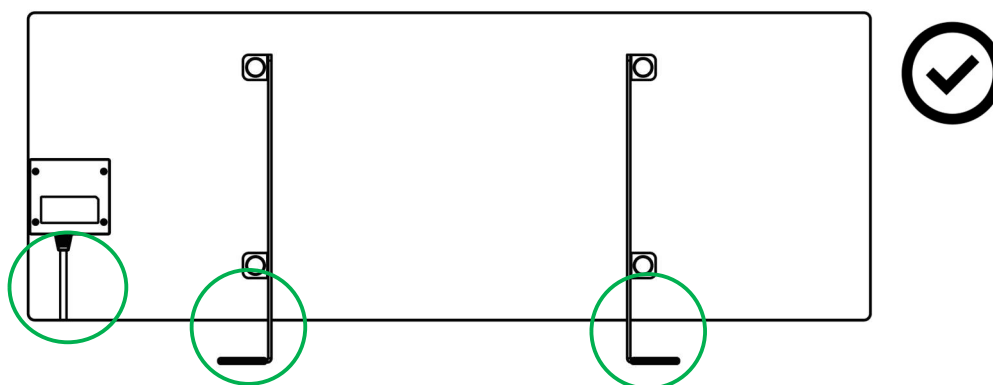
Before installing the device, ensure that the selected location meets the requirements of the “Rules for safe installation of the device” subsection above.

2.1.1 Installation on Feet

ATTENTION!

The heater must be positioned horizontally for installation on feet.

1. Ensure that the feet are positioned correctly on the heater's heating panel, as shown in the Figure below.



¹ Images are provided for illustrative purposes only.

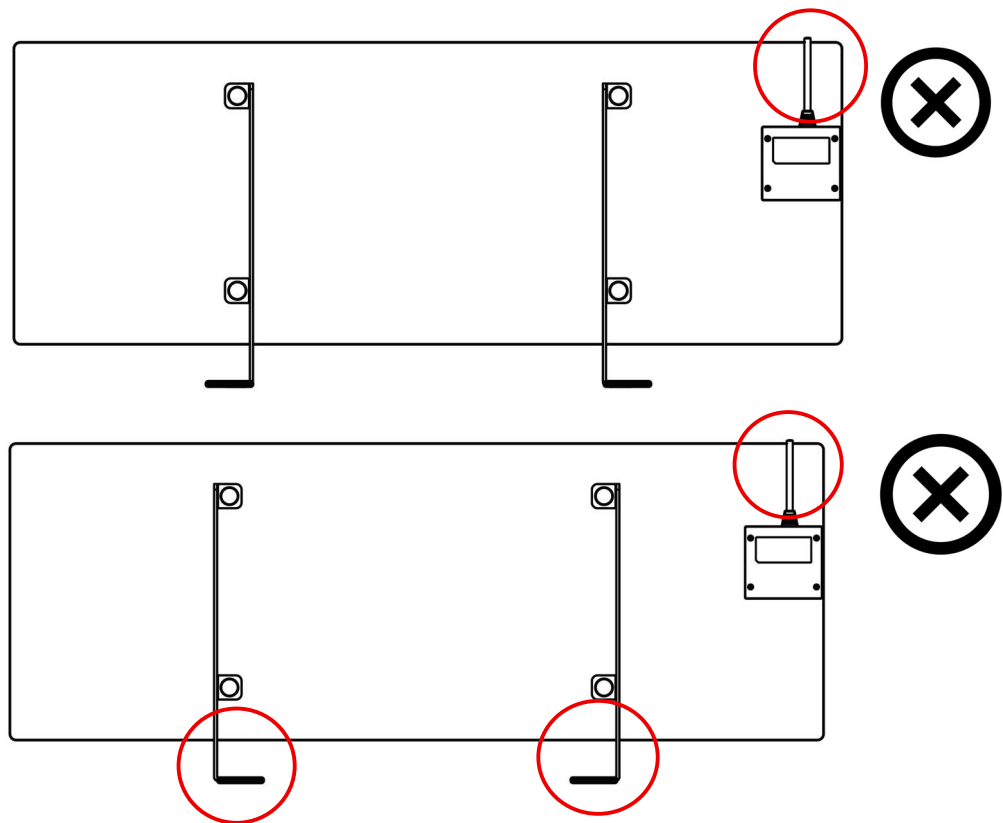


Figure 10 – Feet Position

2. Screw the feet to the heating panel using mounting bolts, aligning them with the holes on the back side of the heating panel, as shown in the Figure below.

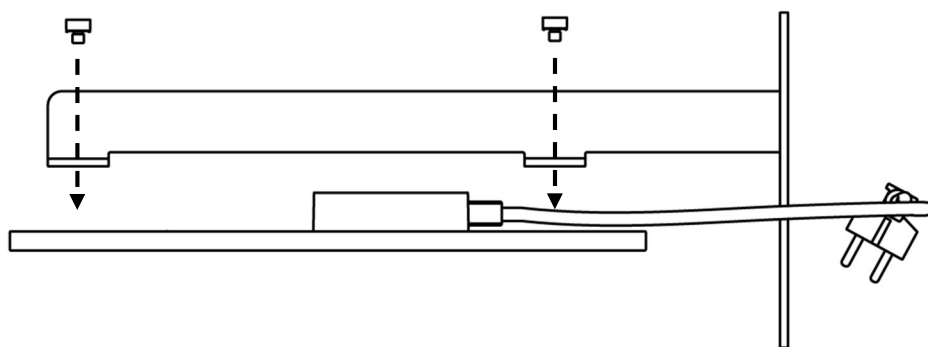


Figure 11 – Attaching the Feet

3. Place the heater on the feet in the desired location.

2.1.2 Wall Mounting

1. Select the desired orientation of the heater on the wall:
 - Vertical;
 - Horizontal.
2. Ensure that the brackets are positioned correctly on the heating panel, depending on the selected orientation of the heater (see Figure below).

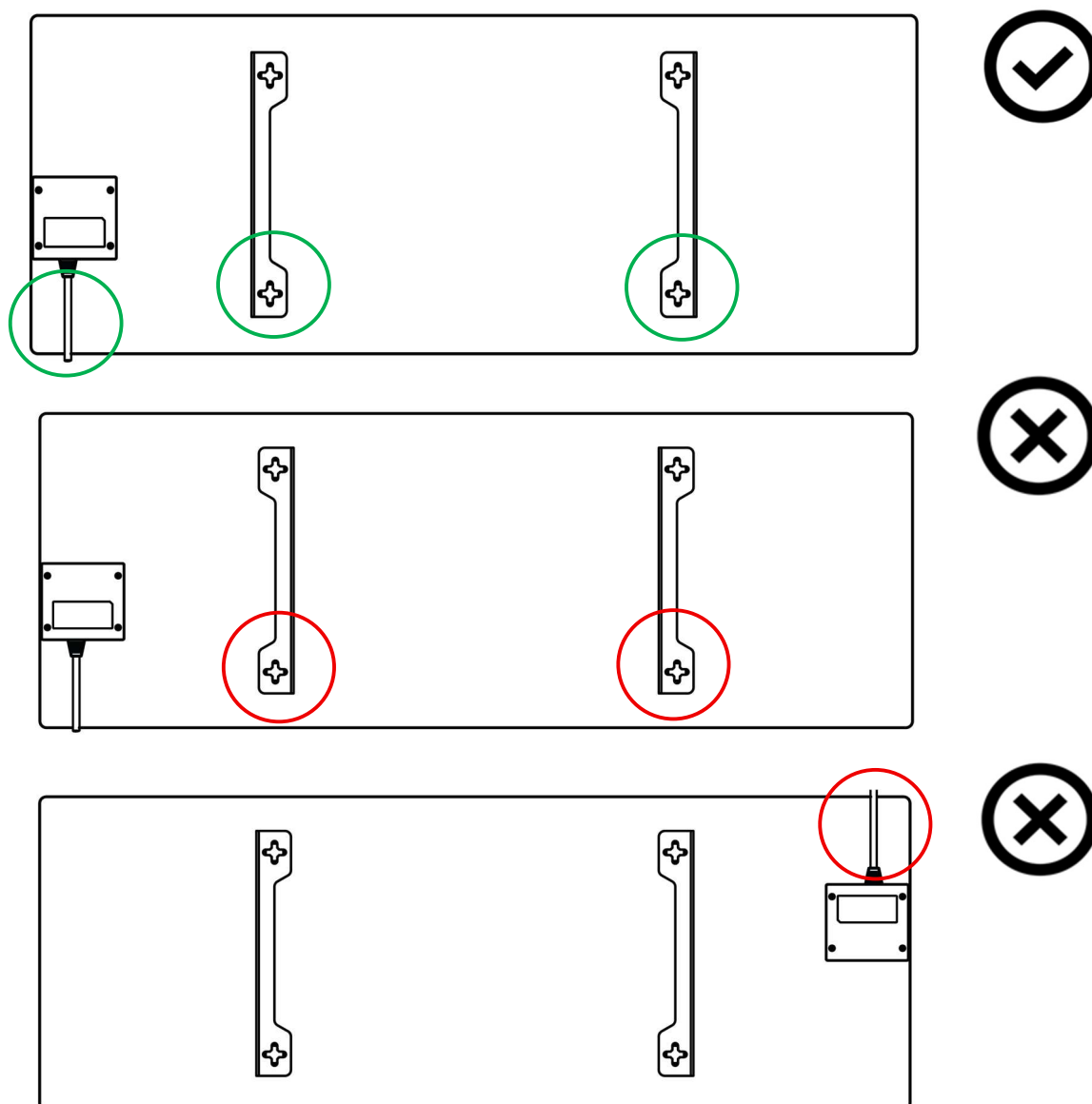


Figure 12 – Horizontal Heater Orientation
(AGH0001S, AGH0002S, AGH0003S–AGH0006S)

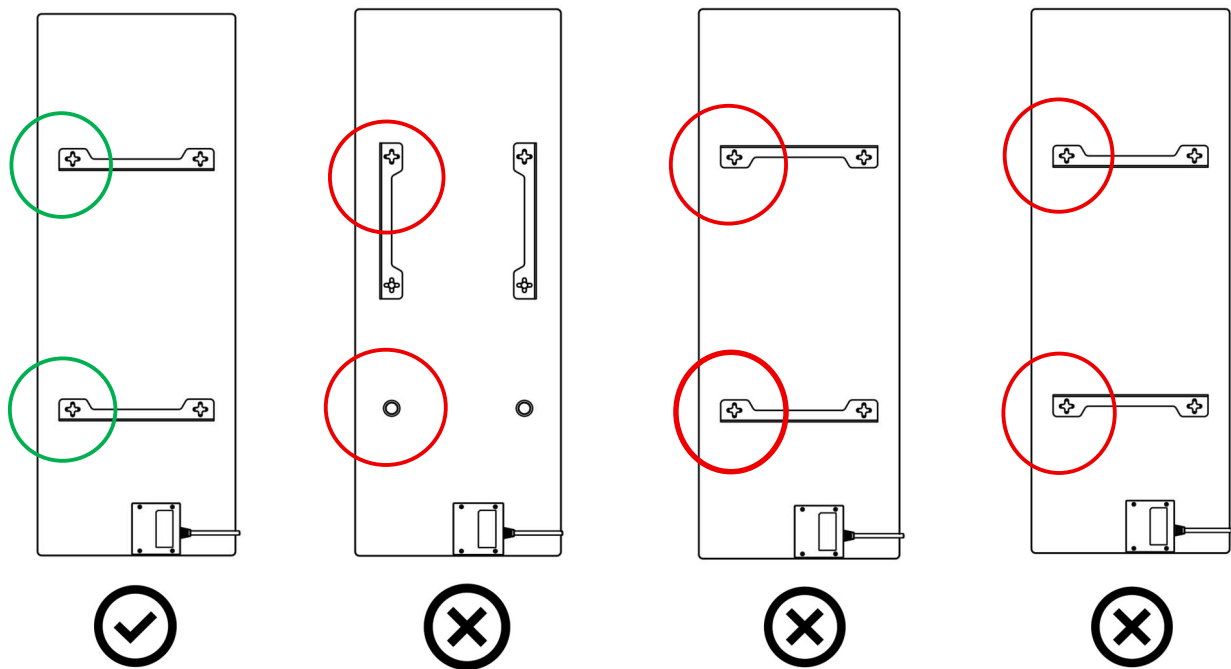


Figure 13 – Vertical Heater Orientation
(AGH0001S, AGH0002S, AGH0003S–AGH0006S)

ATTENTION!

Vertical heater orientation **with the control unit located on top** is allowed under the following conditions:

- The device is mounted at a low height;
- There is a quick and unobstructed way to unplug the device;
- The power cord does not come into contact with the heating panel.

3. Screw the brackets to the heating panel using mounting bolts, aligning them with the holes on the back side of the heating panel, as shown in the Figure below.

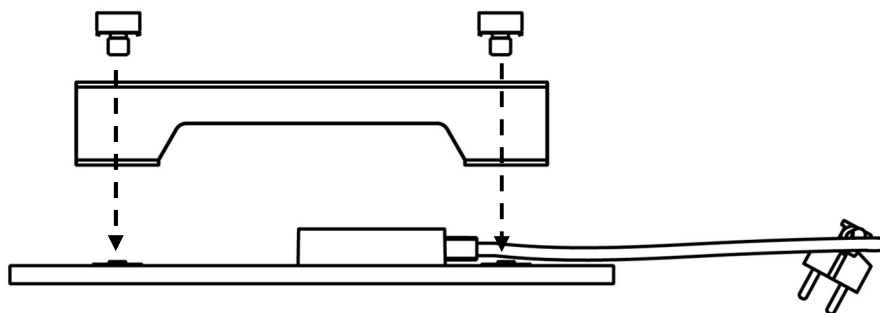


Figure 14 – Attaching the Brackets
(AGH0001S, AGH0002S, AGH0003S–AGH0006S)

4. Attach the wall drilling template to the wall, level it.
5. Drill two or four holes in the wall, guided by the marks on the template, as shown in the Figure below.

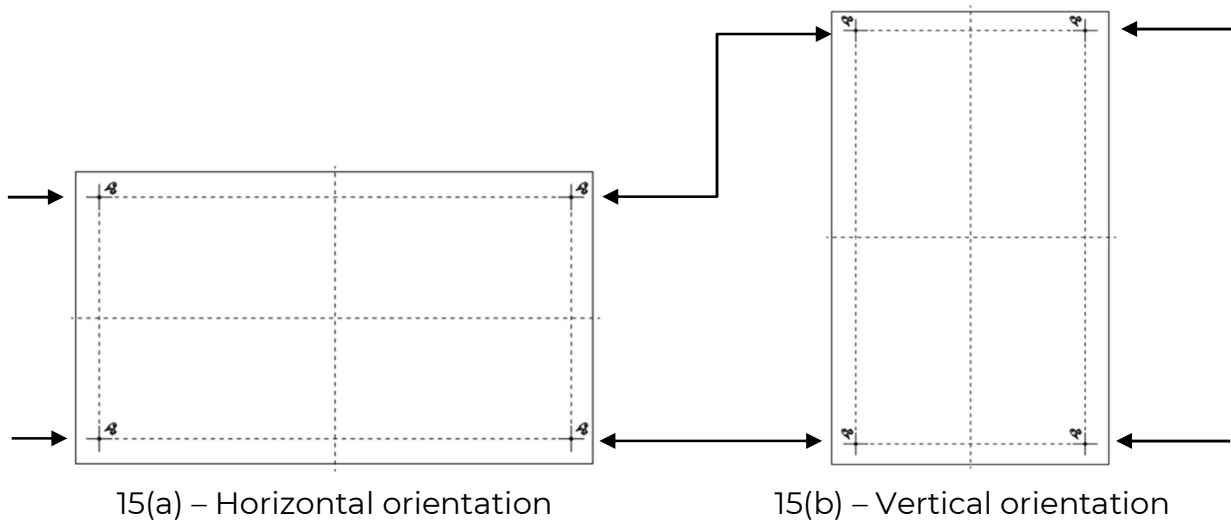


Figure 15 – Marking Holes on the Wall
(AGH0001S, AGH0002S, AGH0003S–AGH0006S)

NOTE

The heater can be mounted on the wall using two or four hooks. The four-hook option provides a more secure fixation.

6. Insert dowels into the holes and screw the hooks into the dowels, as shown in the Figure below.

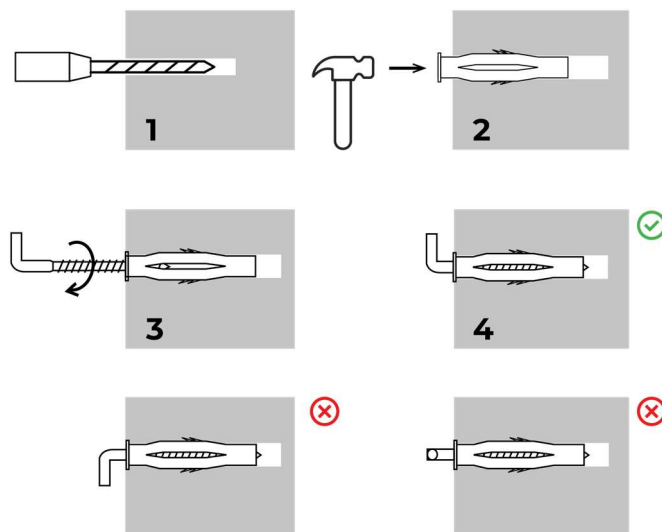
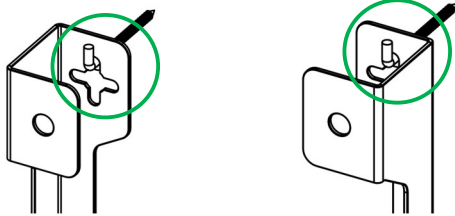


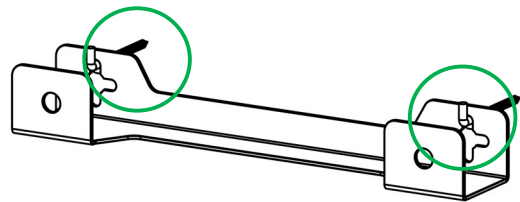
Figure 16 – Installing Dowels and Hooks

ATTENTION!

During mounting, ensure that the hooks are securely tightened and their ends are oriented strictly upward:

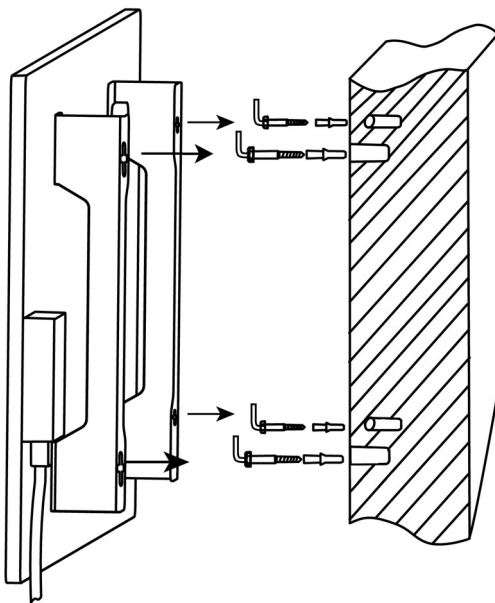


Horizontal heater orientation

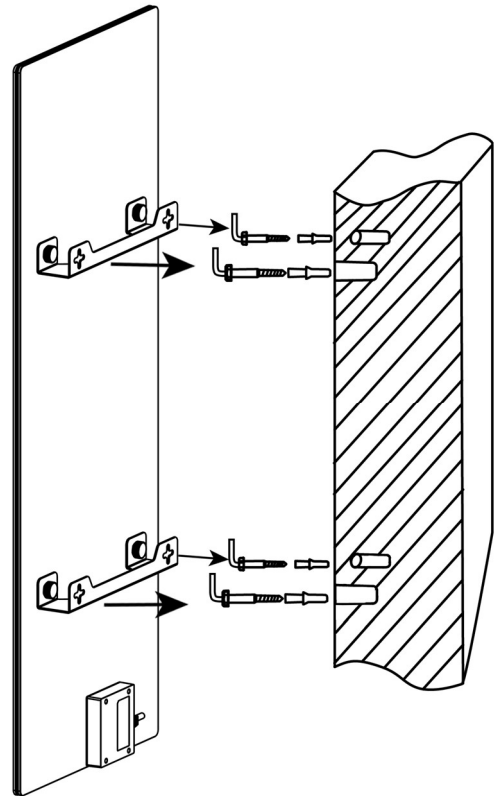


Vertical heater orientation

7. Mount the heater on two or four hooks, as shown in the Figure below. Ensure that the device is securely fixed at all points.



17(a) – Horizontal heater orientation



17(b) – Vertical heater orientation

Figure 17 – Mounting on Hooks
(AGH0001S, AGH0002S, AGH0003S–AGH0006S)

2.2 Device Installation (AGH0011S–AGH0013S)

NOTE

Before installing the device, ensure that the selected location meets the requirements of the “Rules for safe installation of the device” subsection above.

Choose one of the heater installation methods:

- Wall mounting on a flat, non-tilted, vertical surface;
- Ceiling mounting on a flat, non-tilted, horizontal surface.



Figure 18 – Heater Installation Examples (AGH0011S–AGH0013S) ¹

¹ Images are provided for illustrative purposes only.

1. Ensure that the brackets are positioned correctly on the heating panel, as shown in the Figure below.

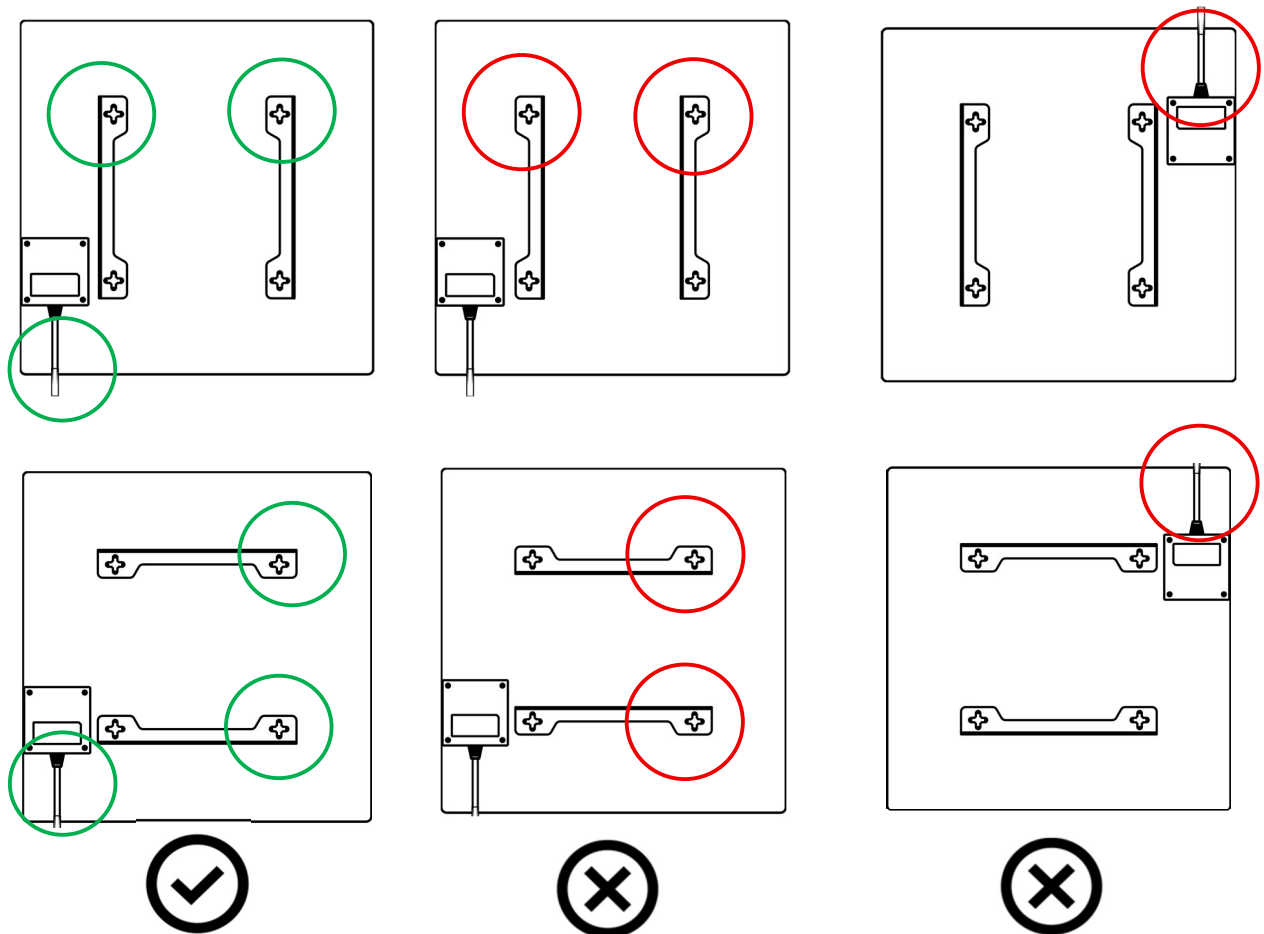


Figure 19 – Bracket Orientation (AGH0011S–AGH0013S)

2. Screw the brackets to the heating panel using mounting bolts, aligning them with the holes on the back side of the heating panel, as shown in the Figure below.

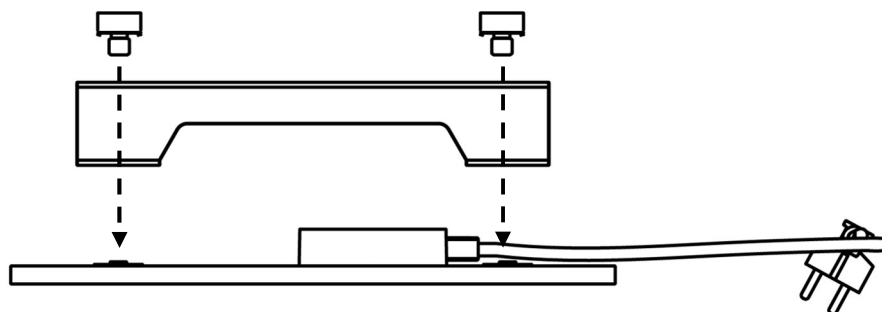


Figure 20 – Attaching the Brackets (AGH0011S–AGH0013S)

3. Attach the wall drilling template to the wall, level it.

4. Drill two or four holes in the wall, guided by the marks on the template, as shown in the Figure below.

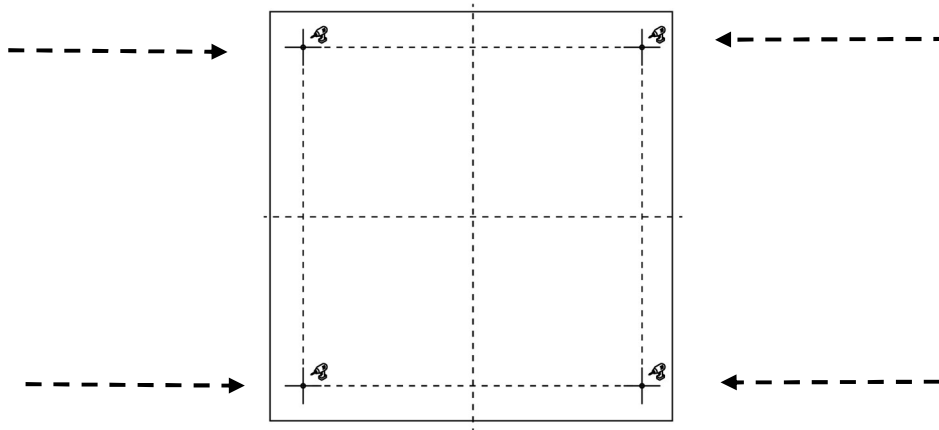


Figure 21 – Marking Holes on the Wall
(AGH0011S–AGH0013S)

NOTE

The heater can be mounted on the wall using two or four hooks. The four-hook option provides a more secure fixation.

5. Insert dowels into the holes and screw the hooks into the dowels, as shown in the Figure below.

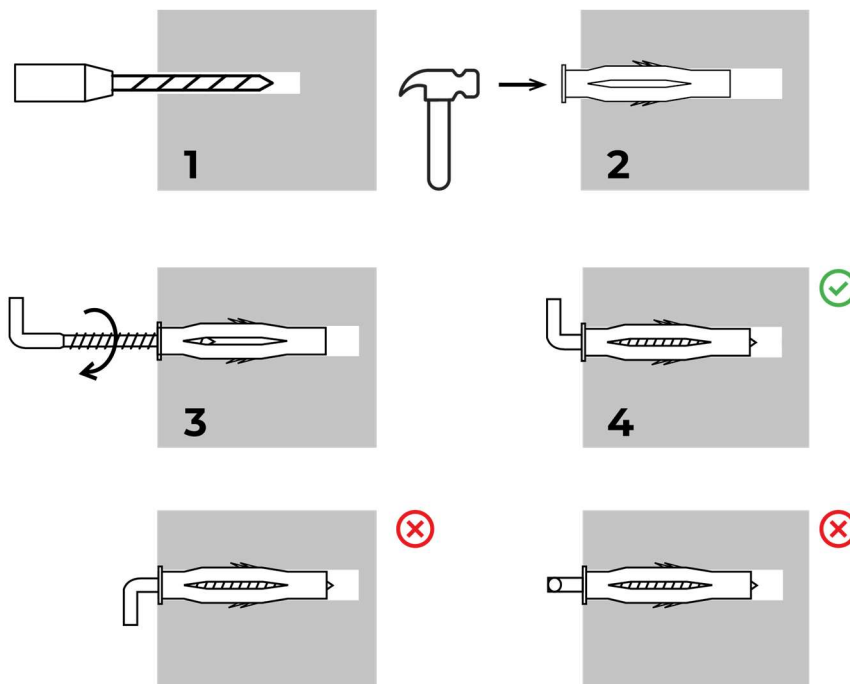
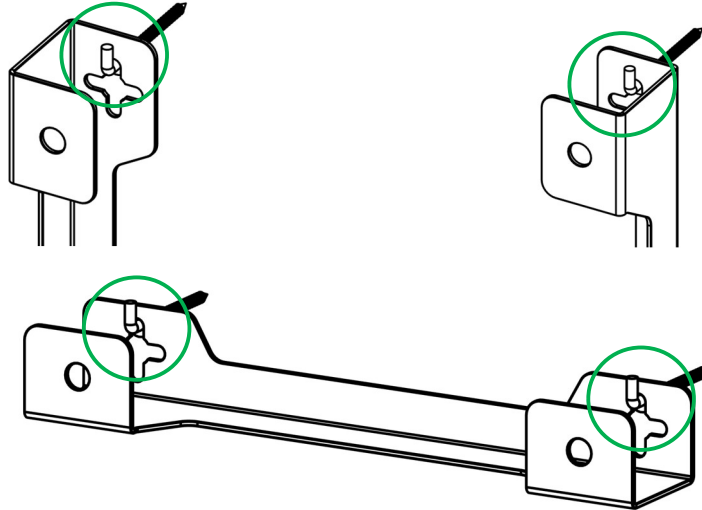


Figure 22 – Installing Dowels and Hooks

ATTENTION!

During mounting, ensure that the hooks are securely tightened and their ends are oriented strictly upward.



6. Mount the heater on two or four hooks, as shown in the Figure below. Ensure that the device is securely fixed at all points.

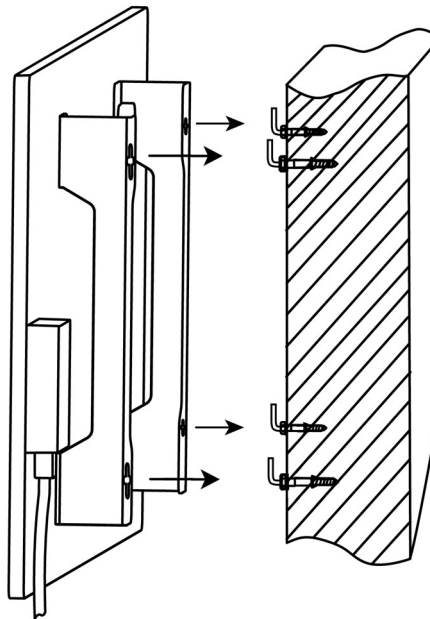


Figure 23 – Mounting on Hooks (AGH0011S–AGH0013S)

2.3 Ceiling Mounting

If the user decides to mount the heater on the ceiling, they **shall understand and accept the following conditions**:

- Installation must be performed only by qualified specialists with sufficient knowledge and skills for proper and safe mounting of a heating appliance on the ceiling.
- The manufacturer shall not be liable for any mounting errors, including, but not limited to, the use of unsuitable fasteners, or for any loss or damage resulting from improper mounting.
- The device must be mounted in such a way that:
 - The device can receive adequate ventilation;
 - The temperature sensor on the power cord is located in the room and not hidden in the ceiling;
 - The power cord does not come into contact with the heating panel.

To mount the device on the ceiling, do the following:

1. Plug the heater in.
2. Connect the heater to the **AENO** app (see Subsection 4.2 below), then enable the “Ceiling Mounting” setting in the app (see Paragraph 4.3.5 below).

ATTENTION!

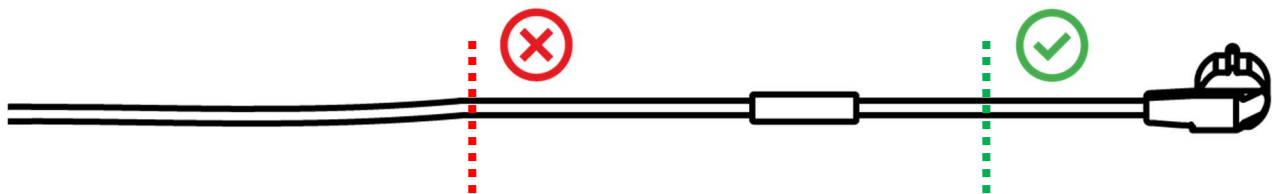
When mounting the heater on the ceiling, the “Ceiling Mounting” setting must always be enabled to ensure that the device works properly. If the heater is reset to factory settings, this setting must be enabled again.

3. Unplug the heater.
4. Mount the heater on the ceiling.

2.4 Concealed Mounting

If the user decides to mount the heater in a way that hides the power cord or embeds the device in the wall, **they shall understand and accept the following conditions:**

- This action voids the manufacturer's warranty on the device.
- The manufacturer shall not be liable for any changes or degradation in the device's performance.
- Installation must be performed only by qualified specialists with sufficient knowledge and skills for proper and safe concealed mounting of a heating appliance.
- Do not cut off the temperature sensor when cutting the power cord.



- The device must be mounted in such a way that:
 - The device can receive adequate ventilation;
 - The temperature sensor on the power cord is located in the room and is not hidden in the wall;
 - The power cord does not come into contact with the heating panel.

2.5 Preparing the Device for Use

To turn on the heater, plug it into an electrical outlet using the power cord.

Choose how you want to control the device:

- Manual control;
- Remote control via the mobile app or voice assistants.

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

3 Manual Control

3.1 Selecting the Heating Type

AENO™ Heaters support 2 heating types:

- **Constant heating** provides a constant supply of heat.
- **“SMART” heating mode** is intended for maintaining a set room temperature. If the temperature in the room exceeds the set value, the heater will switch to standby mode and resume heating when the temperature drops below the set level. In “SMART” heating mode, the default temperature is set to 24 °C / 75 °F.

NOTE

“SMART” heating mode in models AGH0001S, AGH0002S can be controlled only through the **AENO** app (see Paragraph 4.3.1 below).

3.2 Manual Control (AGH0001S, AGH0002S)

The heater is manually controlled using the power button located on the device's control unit.



1. To enable constant heating, press the power button. The button will:
 - Flash green (if the device is not connected to the **AENO** app);
 - Light up a steady green (if the device is connected to the **AENO** app).
2. To stop heating, press the power button again – the device will switch to standby mode. To completely turn off the heater, unplug the power cord from the electrical outlet.

3.3 Manual Control (AGH0003S–AGH0006S, AGH0011S–AGH0013S)

The heater is manually controlled using four buttons located on the device's control unit.



1. To enable constant heating, press the power button. The button will:
 - Flash green (if the device is not connected to the **AENO** app);
 - Light up a steady green (if the device is connected to the **AENO** app).
2. If necessary, set the exact heating temperature:
 - a) Enable the “SMART” heating mode by pressing the corresponding button on the control panel;
 - b) Use the “+” and “-” buttons to set the desired temperature value, which will be displayed on the LED screen.
3. To stop heating, press the power button again – the device will switch to standby mode. To completely turn off the heater, unplug the power cord from the electrical outlet.

4 Remote Control via Mobile App and Voice Assistants

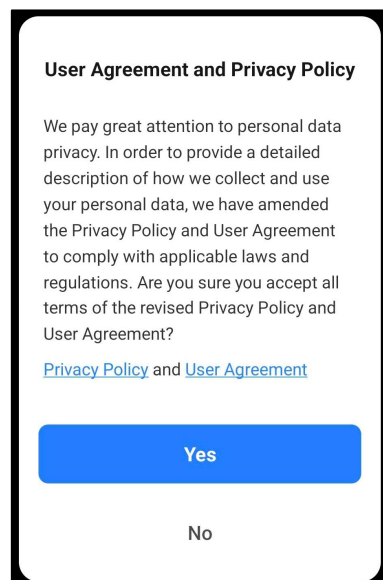
4.1 Installing the App

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



NOTE

When you launch the app for the first time, you will need to agree to the terms of the User Agreement and Privacy Policy by tapping “Yes”.



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”.

Sign up

United States of America ▼

Email
newuser@mail.com ✕

☒ I accept the terms and conditions of [Privacy Policy](#) and [User Agreement](#)

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.

Enter confirmation code

1 □ □ □ □ □ □

The confirmation code has been sent to your email address newuser@mail.com Send again (55s)

[The confirmation code has not been received](#)

NOTE

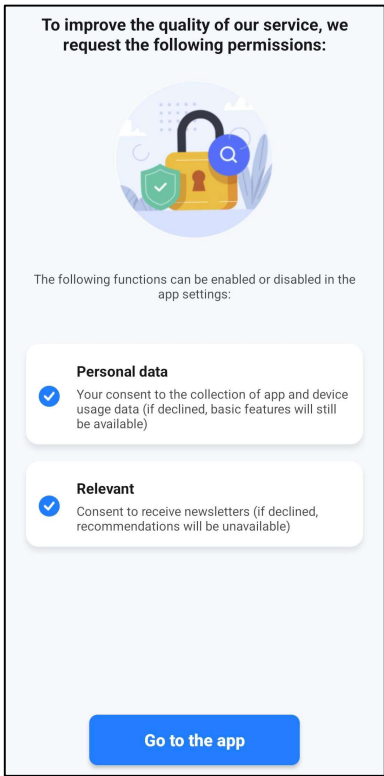
If you did not receive the confirmation code, try the following:

- 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.

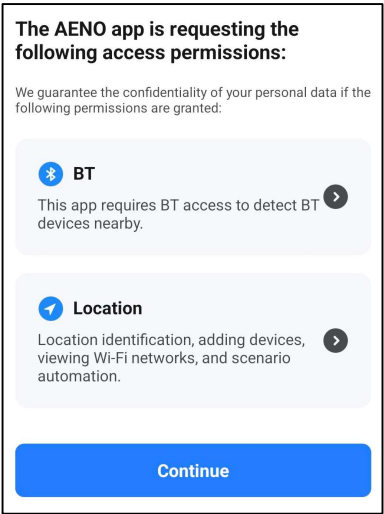
6. After successfully entering the confirmation code, set a password (6 to 20 characters, including letters and numbers) and tap “Done”.

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.

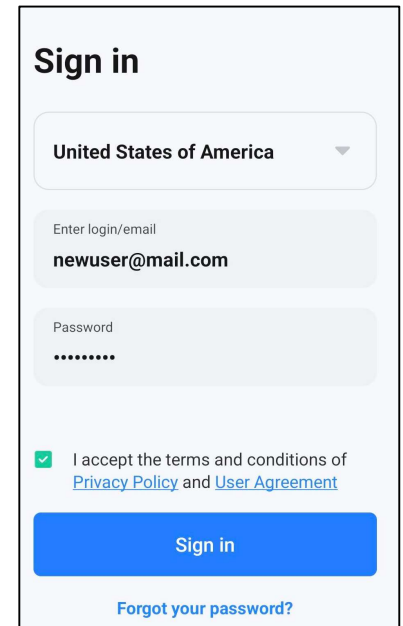


4.1.2 Logging Into an Existing Account

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.



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! Moreover, do not unplug the device for **5 minutes** after resetting it 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.

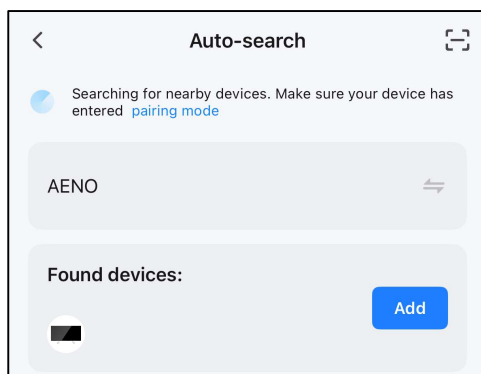
NOTE

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.

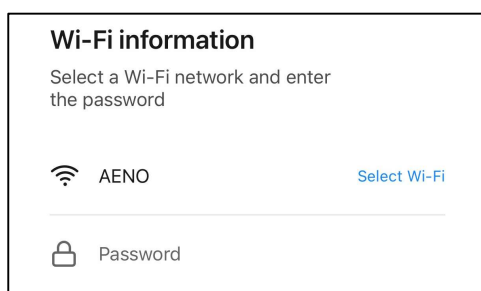
1. After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



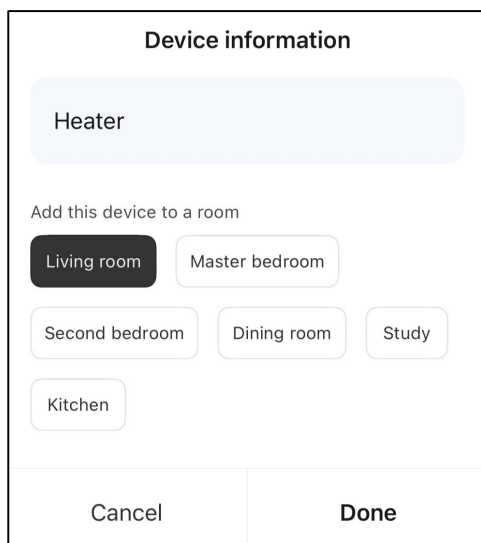
2. If you receive system notifications to turn on any features on your smartphone, follow the recommendations in the notifications.
3. Wait for the device to be automatically detected and tap “Add”.



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



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.

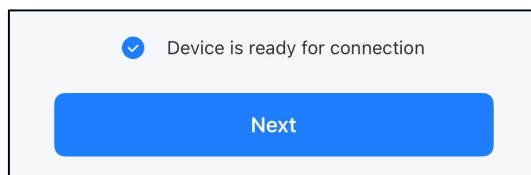
1. After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



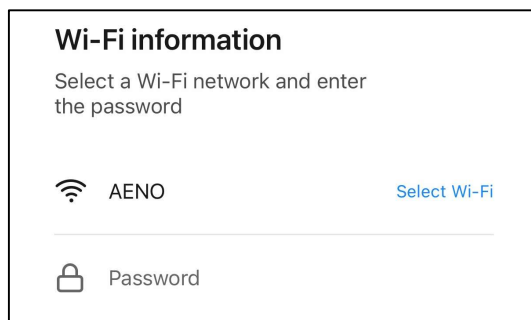
2. In the “Add manually” section, select the “Heater” category.



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”.

Device information

Heater

Add this device to a room

Living room

Master bedroom

Second bedroom

Dining room

Study

Kitchen

Cancel

Done

4.3 Device Control

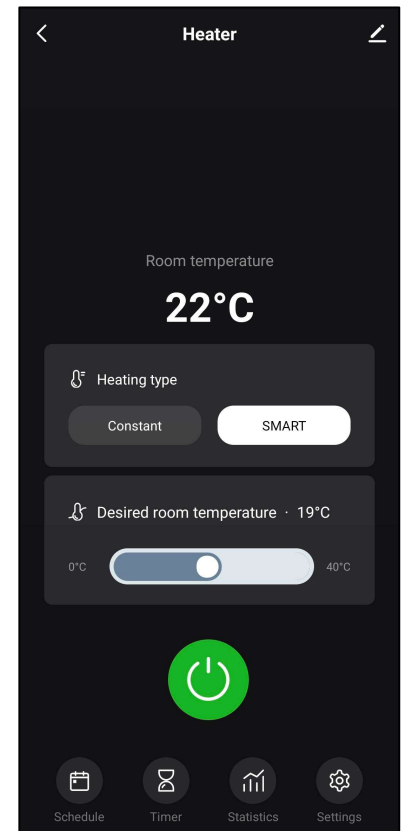
To open the device control panel, tap the heater image in the list of connected devices on the “Home” tab in the app's main screen.



With the control panel, you can:

- Monitor the current room temperature;
- Turn the device on/off;
- Select and configure the heating type;
- Set the heater's operating schedule;
- Set a timer for turning the device on/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, tap the power button  on the control panel in the app.



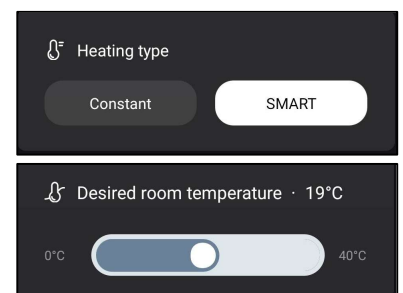
4.3.1 Selecting the Heating Type

NOTE

When the heater is first connected to the app, constant heating is set by default.

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

- “Constant” – enables continuous heat supply.
- “SMART” – enables the maintenance of set temperature in the room.
- The “Desired room temperature” slider – lets you select the room heating temperature (from 0 to 40 °C / from 32 to 104 °F). Adjustment step – 1 °C / 1 °F.



NOTE

If the room temperature exceeds the set value while the “SMART” heating mode is on, the heater will switch to standby mode and resume heating when the temperature drops below the set level.

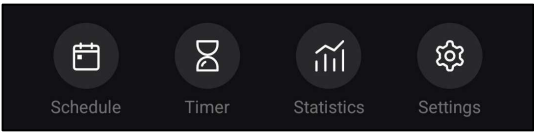
NOTE

You can select the heating panel temperature in the main settings tab (for details, see Paragraph 4.3.5 below).

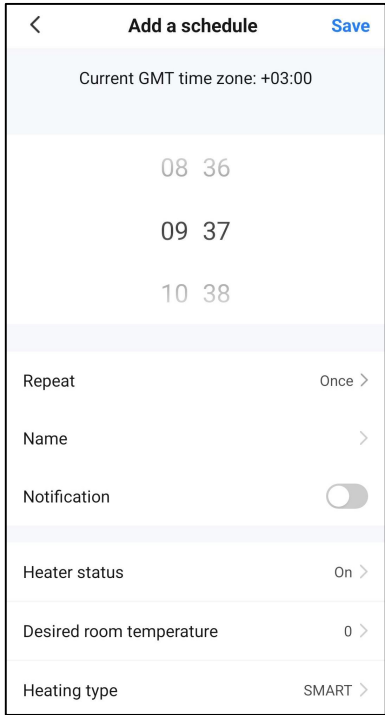
4.3.2 Schedule

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.

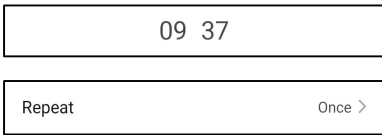


2. Tap “Add”.



3. Configure the schedule by specifying the desired parameters:

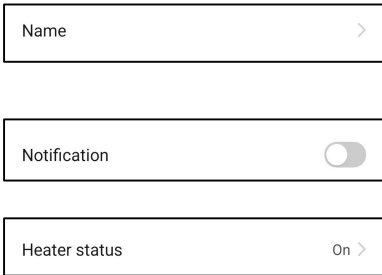
- Settings start time;
- Days of the week on which the settings will repeat;



NOTE

If no days are selected for repetition, the schedule settings will be executed once.

- Name of the schedule;
- Whether you want to receive push notifications when the schedule starts;
- Heater state (“On”/“Off”);



- Desired room temperature (“SMART” heating mode);
- Heating type.

Desired room temperature	0 >
--------------------------	-----

Heating type	SMART >
--------------	---------

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

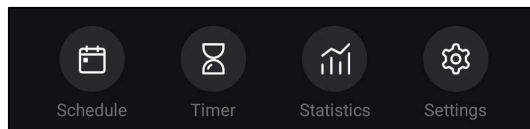
<	Add a schedule	Save
---	----------------	------

To disable the schedule, move the on-screen switch in the “Schedule” tab to the “Off” position.

11:12	☒
Once	
Heater status:Off Desired room temperature:0 Heating type:SMART	

4.3.3 Timer

The timer allows you to automatically turn the device on/off after a specified time interval within 24 hours. Adjustment step – 1 hour.



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

To set the timer to **turn the heating on**, the heating must be off. To set the timer to **turn the heating off**, the heating must be on.

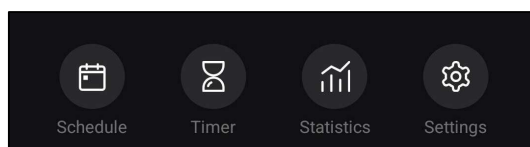
To enable the timer, select the desired time in the “Timer” tab. To disable the timer, select the “Off” option.

Timer	
Off	✓
1 h	

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

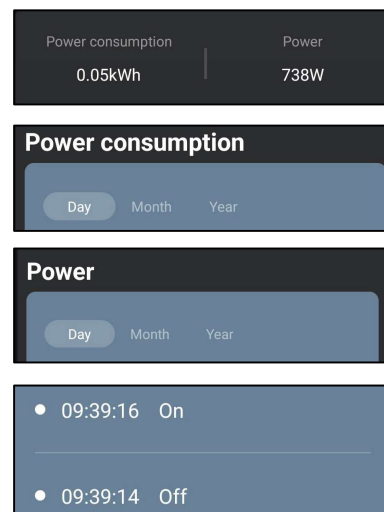
4.3.4 Statistics

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



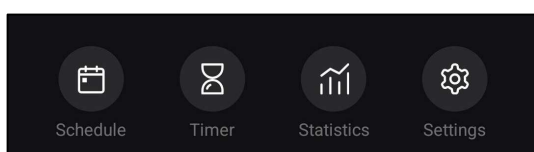
This tab provides the following information:

- Current energy consumption and power of the heater;
- Statistics on the energy and power consumption for the day, month, and year;
- List of heater statuses by day with exact times.



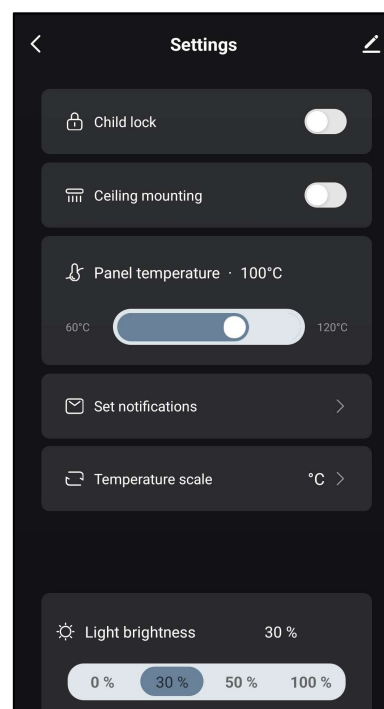
4.3.5 Main Settings

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



This tab has the following functions:

- Enable/disable the “Child Lock” function;
- Enable/disable the “Ceiling mounting” setting;
- Set the heating panel temperature;
- Customize notifications;
- Select the temperature scale;
- Adjust the backlight brightness of the control panel buttons.



“Child Lock” function

In the “Child Lock” window, you can lock the physical buttons on the heater's casing. In this case, the device can be controlled only via the app.



NOTE

The “Child Lock” function can only be enabled remotely after the device has been connected to the mobile app.

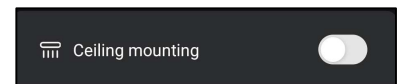
When the function is enabled, the heater will make a sound every time a button on its casing is pressed.

You can disable the function:

- Remotely via the **AENO** mobile app;
- Manually by pressing the power button on the device casing 5 times within 4 seconds.

“Ceiling mounting” setting

In the “Ceiling mounting” window, you can disable the fall error activation to ensure uninterrupted operation of the device when mounted on the ceiling.

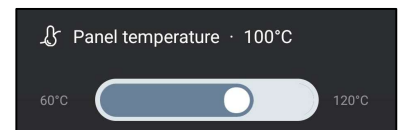


ATTENTION!

To ensure proper operation of the device when it is mounted on the ceiling, this setting shall always be enabled. For details, see Subsection 2.3 above.

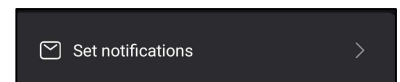
Heating panel temperature setting

In the “Panel temperature” window, you can set the desired temperature of the heating panel – from 60 to 120 °C / from 140 to 248 °F. The temperature adjustment step is 5 °C / 9 °F.



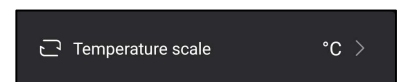
Notification settings

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



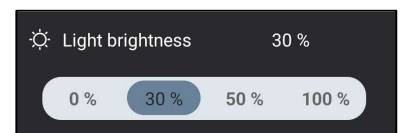
Selecting the temperature scale

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



Customizing backlight settings of the power button on the control panel

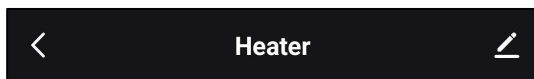
In the “Light brightness” window, you can adjust the brightness level of the backlight for the physical power button on the device control panel or turn it off completely.



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

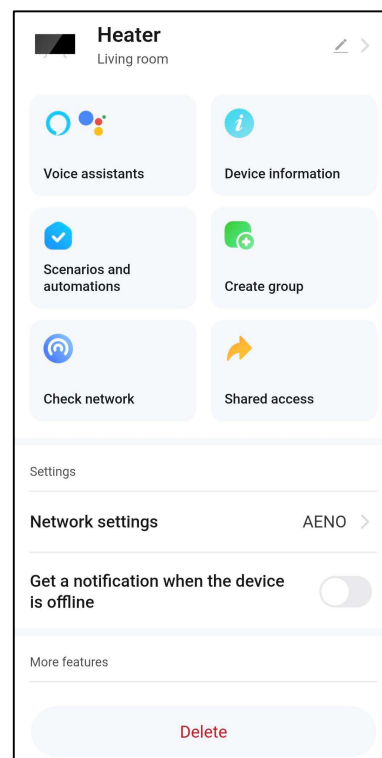
4.3.6 Additional Settings

To open the additional settings window, tap the  symbol 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;
- Create groups;
- Diagnose the connected network;
- Share access to the device;
- Additionally configure the network;
- 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.

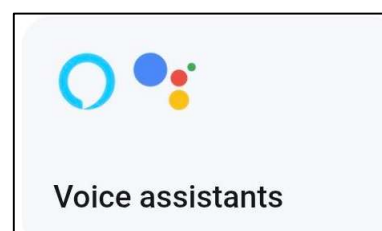


Selecting a voice assistant

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

NOTE

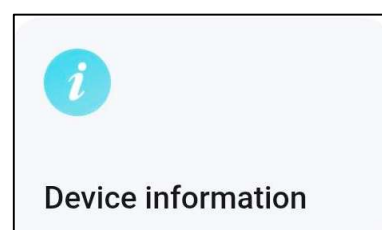
For details on controlling the device via voice assistants, see Subsection 4.5 below.



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 details on scenarios and automations, see Subsection 4.4 below.



Scenarios and
automations

Creating groups

In the “Create group” tab, you can group the heater with other AENO™ devices to control them as a single group.

To group devices, do the following:

1. Go to the “Create group” tab.
2. Select the heater and other devices available for grouping, then tap “Save”.



Create group

NOTE

You can only group devices of the same type.

3. Select the group name and the room where the devices are placed, then tap “Done”. The created group will appear in the “Home” tab on the app's main screen.

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.



Check network

Sharing access

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

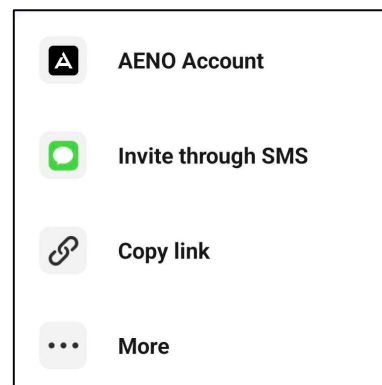
Through shared access, other users can control the device, change modes and operating settings, but cannot install or change device data, create scenarios, or remove devices from the app.



Shared access

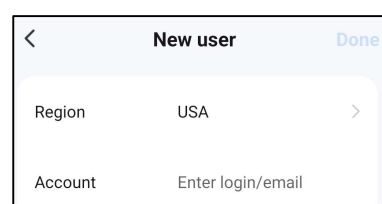
To share access to the device, go to the “Shared access” tab, then select the method for sharing access:

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



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

1. Enter user details to share access: region and account login/email. Tap “Done”.



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

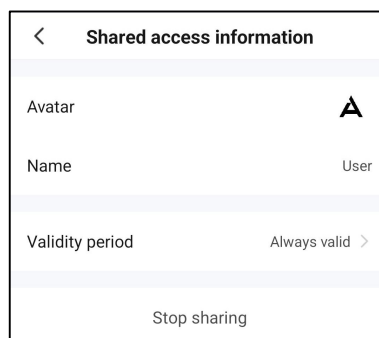
NOTE

When a person receives a shared access invitation via third-party apps/messengers, they will also need to download the **AENO** app and create an account.

To open the list of users with shared access, tap “Access management”.



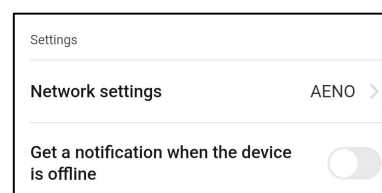
To view additional information about the added account, change the access expiration date, or remove it, tap the user account in the list.



Additional network setup

In the “Settings” subsection, you can:

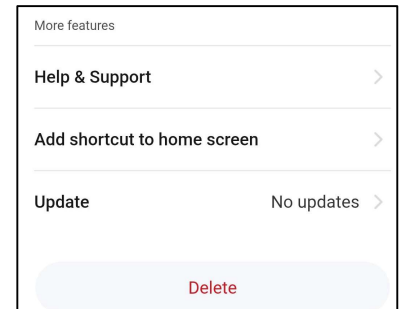
- View information about the connected network status and settings and set up a backup network;
- Set up notifications when the device goes offline.



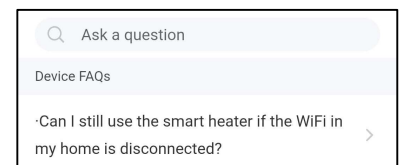
Viewing Additional Features

In the “More features” subsection, you can:

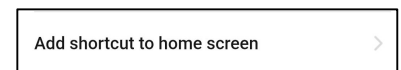
- Contact technical support;
- Add the heater shortcut to the controlling device's home screen;
- Check the device firmware and enable automatic updates;
- Remove device from the mobile app.



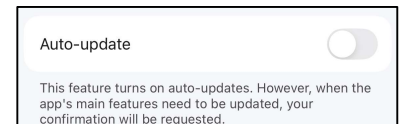
On the “[Help & Support](#)” page, you can check frequently asked questions and create a support ticket if you experience any issues while using the device.



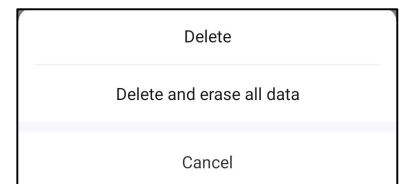
In the “[Add shortcut to home screen](#)” window, you can create a shortcut to quickly open the device's control panel without having to open the app.



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. You can also completely erase all heater data from the app.



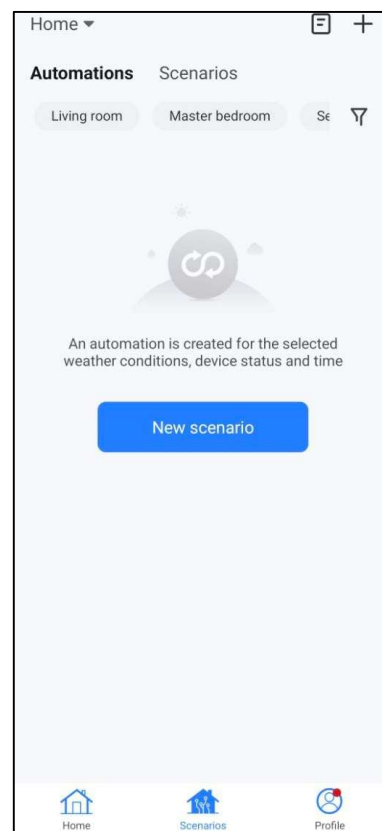
4.4 Scenarios and Automations

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



An automation is an event that is triggered automatically and starts every time the specified conditions are met.

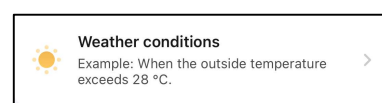
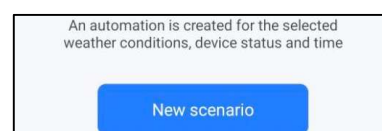
A scenario is an event that is triggered manually by the user and starts once when the specified conditions are met.



4.4.1 Creating and Running an Automation

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

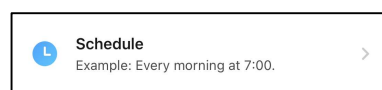
Weather conditions: the automation will start when the selected environmental conditions are reached (for example, the outside temperature drops below 10 °C).



ATTENTION!

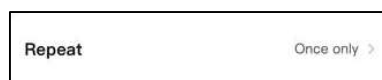
For the automation to work correctly, specify the exact address of the location where weather conditions should be read.

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

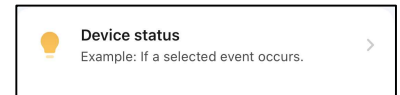


ATTENTION!

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



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



2. Confirm your selection by tapping “Confirm”.
3. Select the action that will occur when the automation condition is met:

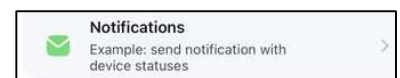
Device status: the selected event will occur (for example, the “SMART” heating mode will activate).



Scenario: a previously created scenario or automation will start.



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



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.

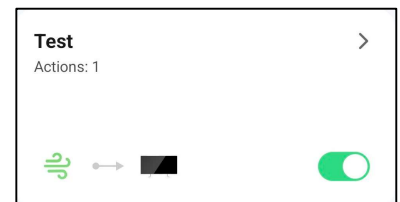


4. If necessary, select additional trigger conditions and automation actions.

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 and 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).



Scenario: a previously created scenario or automation will start.



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 a voice assistant to the device, ensure that 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 details, see Paragraph 4.3.6 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.

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 details, see Paragraph 4.3.6 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 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.

5 Maintenance and Repair

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

- Follow the device's safe use rules set forth in this document.
- Clean the heating panel on both sides with a slightly damp cloth, then wipe with a dry cloth that does not leave streaks (at least once a month during the cold season).

ATTENTION!

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

- Check the device firmware and the **AENO** app for updates (if automatic updates are turned off 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 on the device is 3 (three) years. The warranty period starts from the date of retail sale of the device to the end customer. The device service life is 3 (three) 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;
- 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:
 - o Crackling during heating/cooling;
 - o Creaking;
 - o 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. Device with suspected malfunction 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;
- 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 the exclusive and sole warranty provided and is in lieu of 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 remains at the discretion of the buyer to use a faulty, defective, and unacceptable device. The manufacturer shall not be liable for damages to other property due to any defects in the device, loss of use of the device, loss of time, or for any special, incidental, indirect, or consequential damages, punitive damages and losses, including but not limited to commercial damages, loss of profit, loss of confidential or other information, and losses caused by interruptions in commercial or manufacturing activities due to the device being found to be faulty, defective, and unacceptable 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.

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 to the glass heating surface, it is recommended to store the device in a single layer in a vertical or horizontal position.

NOTE

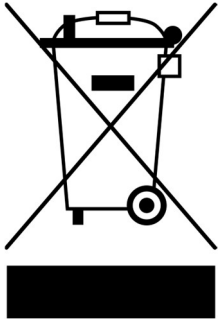
If these requirements are not met, ASBISC does not guarantee that the device will maintain its stated parameters due to the possible loss of functionality of its components, accumulation of dust, moisture, or the negative impact of other factors.

The device can be transported by any type of covered vehicles (railway cars, enclosed trucks, sealed heated aircraft compartments, etc.) in accordance with the requirements of current regulatory documents applicable to fragile cargo susceptible to moisture. During transportation, the heater and its accessories must be in the original packaging. When moving the heater while it is assembled, hold it by the legs intended for floor installation.

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

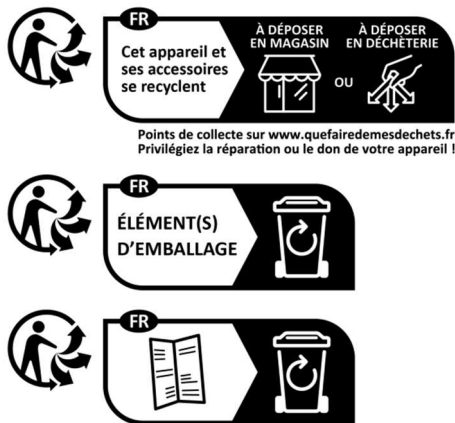
NOTE

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



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.

8 Other Information

Manufacturer details

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

Importer/Distributor details

Ireland, Malta, United Kingdom

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

AGH0001S, AGH0002S	
Certificates	Certificate of Conformity with Low Voltage Directive 2014/35/EU TÜV NORD 2207604707E/L22/87020, dated 22.08.2022. Certificate of Conformity with Electromagnetic Compatibility Directive 2014/30/EU TÜV NORD 2207604707E/L22/87019, dated 22.08.2022. Type examination certificate No. UA.TR.130.0853-22, dated 02.09.2022. Radio equipment type approval certificate ICASA TA-2023/0857, dated 26.06.2023.

Declarations	EU Declaration of Conformity No. 310820020001, dated 31.08.2022. RoHS Declaration of Conformity, dated 15.08.2022. 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 02.09.2022. Declaration of Conformity with the Technical Regulation of Ukraine “On radio equipment”, dated 31.09.2022. UKCA Declaration of Conformity, dated 18.08.2022.
Letters of approval	NRCS letter of approval for household appliances No.: 0000003189714/001, dated 19.05.2023.
AGH0003S–AGH0006S	
Certificates	Certificate of Conformity with Low Voltage Directive 2014/35/EU TÜV NORD 2207604707E/L22/87020, dated 09.11.2023. Certificate of Conformity with Electromagnetic Compatibility Directive 2014/30/EU TÜV NORD 2207604707E/L22/87019, dated 09.11.2023. Type examination certificate No. UA.TR.130.1354-23, dated 21.08.2023. Radio equipment type approval certificate ICASA TA-2024/0181, dated 15.04.2024.
Declarations	EU Declaration of Conformity (including RoHS compliance) No. 29082025001v2, dated 08.09.2025. 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 16.09.2022. Declaration of Conformity with the Technical Regulation of Ukraine “On radio equipment”, dated 21.08.2023. 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 16.09.2022.
Letters of approval	NRCS letter of approval for household appliances No.: 000000200399/001, dated 20.02.2024.
AGH0011S–AGH0013S	
Declarations	EU Declaration of Conformity (including RoHS compliance) No. 29082025001v2, dated 08.09.2025.

9 Troubleshooting

The table below lists common issues that may arise when connecting and setting up the heater.

Table 5 – Common Issues and Solutions

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
2	The heater does not heat up when the “SMART” mode is enabled	The desired temperature is lower than the room temperature	Set the desired temperature higher than the current room temperature
3	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
4	The heater does not respond when the power button is pressed, and instead makes a sound	The “Child Lock” function is enabled	Disable the function in the mobile app or manually by pressing the power button 5 times within 4 seconds
5	The heater makes a sound, the power button blinks red	The device is dangerously tilted or has fallen, triggering the fall error	Return the device to the correct position
		The “Ceiling Mounting” setting is not enabled while the heater is mounted on the ceiling	Follow the steps in Subsection 2.4

No.	Problem	Possible causes	Solution
6	The heater's power button blinks red	Panel overheat protection or power surge protection has been triggered	Press the power button 5 times within 4 seconds
		Malfunction of the panel temperature sensor or room temperature sensor	
7	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
8	The heater consumes significantly more electricity than 160.0 Wh	The device is used in continuous heating mode	Use the device in the "SMART" heating mode
		The heating panel temperature is set too high	Reduce the heating panel temperature
9	The smartphone is receiving notifications about overvoltage	Voltage fluctuations in the power grid	Contact your service provider or a qualified electrician to resolve wiring issues

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.

10 Glossary

Class II	This device falls under Class II protection against electric shock (double insulation).
GDPR (General Data Protection Regulation)	EU Regulation governing the processing of personal data on the Internet. The purpose of this regulation is to unify data processing standards and enhance the protection of personal data for all EU citizens.
IP44	Protection rating, indicating that the device is protected only against accidental splashes (small amounts of moisture). Allows to use the device in areas with elevated humidity levels. Devices with IP44 rating are not intended for outdoor use in open air, as they are not protected against rain, snow, or large amounts of dust.
Red Dot Design Award	One of the largest and most prestigious international design awards, given for outstanding achievements in consumer product design, communications, and concepts.
WEEE	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.).

A E N O

S E A S O N A L