

A E N O

SEASONAL



reddot winner 2023
smart product

Installation and Operation Manual

Premium Eco Smart Heater AENO™

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

Premium Eco Smart Heater (LED) AENO™

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

Premium Eco Smart Quadro Wall Heater AENO™

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

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

Introduction

The AENO™ Heater is designed to heat residential and office spaces.

This manual provides a detailed description of the device and its components, as well as instructions for its installation, operation, and maintenance.

Copyright

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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prior notice to users and assumes no responsibility for any potential negative consequences arising from the use of an outdated version of the document, nor for any possible technical or typographical errors or omissions, nor for any incidental or consequential damages that may arise from providing 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 provides no warranties regarding the material presented in this document, including, but not limited to, merchantability and fitness for a particular purpose.

For any technical questions, contact your local ASBISC representative or the technical support department via the feedback form on the webpage **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:

- Directive 2014/30/EU on Electromagnetic Compatibility;
- Directive 2014/35/EU on Low Voltage;
- Directive 2014/53/EU on Radio Equipment;
- Directive 2009/125/EU on Ecodesign;
- Directives 2011/65/EU and 2015/863 on the Restriction of the Use of Hazardous Substances in Electrical and Electronic Equipment (RoHS).

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



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



The device complies with UKCA marking requirements for sale in the United Kingdom.

The device complies with the requirements of the EAEU technical regulations:

- CU TR 020/2011 "Electromagnetic compatibility of technical equipment";
- TR EAEU 037/2016 "On the restriction of the use of hazardous substances in electrical and electronic products";
- CU TR TS 004/2011 "On the safety of low-voltage equipment".



The device complies with the requirements of the following 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 rules for handling waste electrical and electronic equipment (WEEE) ¹ and the rules for handling battery and accumulator waste.

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 with unsorted municipal waste, as this will harm the environment.

To protect the environment and human health, dispose of used electrical and electronic equipment according to approved safe disposal guidelines.

Simplified declaration of conformity

ASBISC hereby declares that the device described in this document complies with Directive 2014/53/EU. The full text of the Declaration of Conformity can be found at the following address:

AGH0001S, AGH0002S	aeno.com/userfiles/files/Certificates/CE/GH1S-GH2S.pdf
AGH0003S, AGH0004S, AGH0005S, AGH0011S, AGH0012S	aeno.com/userfiles/files/Certificates/CE/Heater.pdf

	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

Before using the device, carefully read the information contained in this section of the document. Keep this document for future reference.

ATTENTION!

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

ATTENTION!

Careless handling of the device, as well as failure to follow the operating rules described in this manual, may result in injury, fire, and/or property damage, and will void the warranty.

The device may only be operated 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 or 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 device's enclosure protection rating, which provides protection against solid particles larger than 1 mm, as well as drops and splashes falling from any angle.



General warning symbol.



The device belongs to protection class II 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 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 device away from moisture.



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



The device is equipped with a function to maintain the set temperature.



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



Innovative development.

Safe Device Placement Rules

ATTENTION!

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

ATTENTION!

Do not install 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 for 2 hours at room temperature 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 areas, or in dusty environments or conditions that promote corrosion of its 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 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 or appliances or in areas where it can be tripped over.

Safe Operation Rules

ATTENTION!

Hot surface. Danger of burns from contact with a heated 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 or 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 operated in compliance with the rules described in this manual.**
2. The device is not intended for use by children under 16 years of age, or by persons with limited physical, mental, or intellectual abilities who lack the experience or knowledge necessary for proper operation of the device, or if they are not 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. Ensure that when connecting the device to the power supply, 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. Provide a quick and unobstructed way to disconnect the device from the power supply.
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 supply and cause a fire.
9. Before connecting the device, ensure that the rated voltage and frequency specified in the specifications match the power supply parameters.
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. Disconnect the device from the power supply 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. Disconnect the device from the power supply after use, before storage, and cleaning.
19. Unplug the device by grasping the plug, not the power cord.
20. Do not allow dust to accumulate 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, 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!

If the device has been damaged as a result of a fall, this voids the manufacturer's warranty.

ATTENTION!

The manufacturer is not responsible for any damage caused by failure to follow the recommendations provided in this document.

If you have any questions or difficulties using the AENO™ device, before returning it to the store, please contact support by email at **support@aeno.com** or via the feedback form or online chat on the webpage **aeno.com/service-and-warranty**.

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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, designed for additional and local heating of residential and office spaces.

Key advantages of the AENO™ heater:

- Wi-Fi connection (2.4 GHz);
- combined heat output system ¹:
 - infrared heating – 75%;
 - convection heating – 25%;
- low power consumption;
- continuous heating and automatic maintenance of the set room temperature;
- heating panel temperature adjustment;
- electronic thermostat and tilt sensor;
- manual and remote control (via mobile app and voice assistants);
- ability to set operating and shutdown schedules;
- power consumption and output monitoring;
- child lock function with manual control blocking;
- silent operation;
- tempered glass heating surface;
- 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**, **AGH0002S** refers to all configurations of these two models, **AGH0003S–AGH0005S** – all configurations of these three models, and **AGH0011S**, **AGH0012S** – all configurations of these two models.

¹ For details, see subsection 1.9.

² See Section 10 “Glossary”.

1.2 Device Appearance (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 appearance (AGH0001S, AGH0002S)

1.2.1 Device Elements (AGH0001S, AGH0002S)

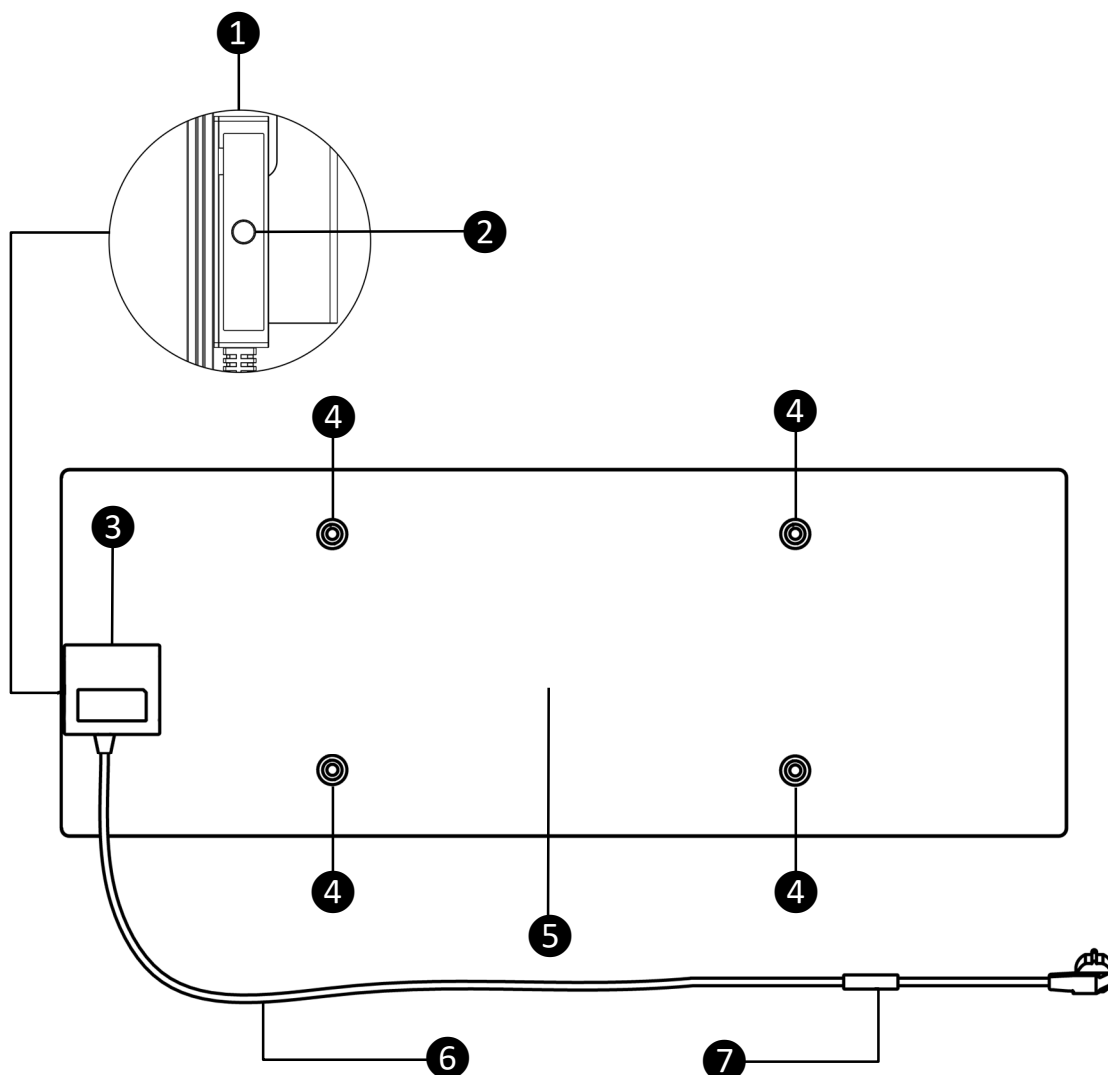


Figure 2 –Device elements (AGH0001S, AGH0002S)

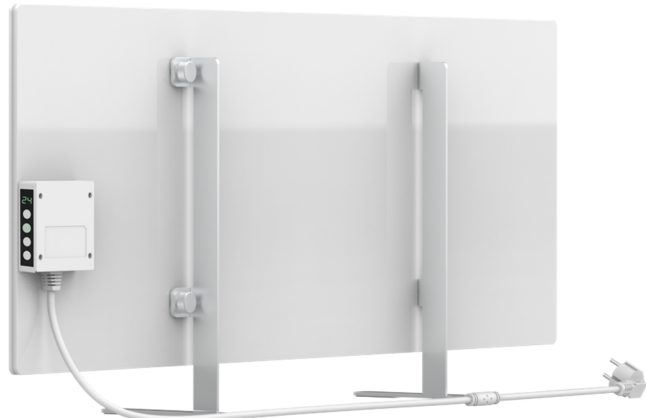
Device elements (see Figure above):

- 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 Appearance (AGH0003S–AGH0005S)



1(a) – Front view (AGH0003S)



1(b) – Rear view (AGH0003S)



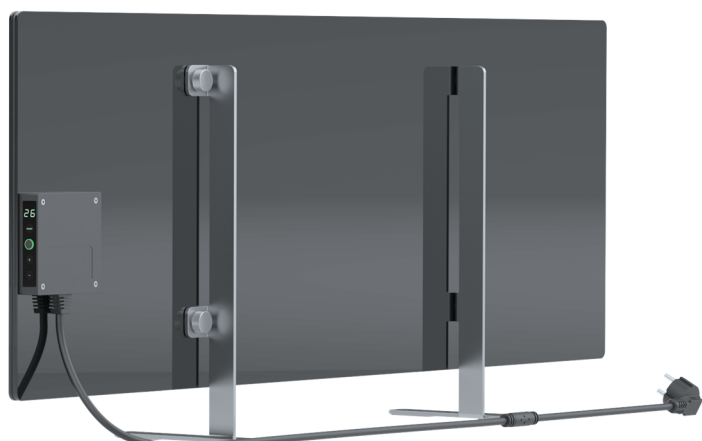
2(a) – Front view (AGH0004S)



2(b) – Rear view (AGH0004S)



3(a) – Front view (AGH0005S)



3(b) – Rear view (AGH0005S)

Figure 3 – Device appearance (AGH0003S–AGH0005S)

1.3.1 Device Elements (AGH0003S–AGH0005S)

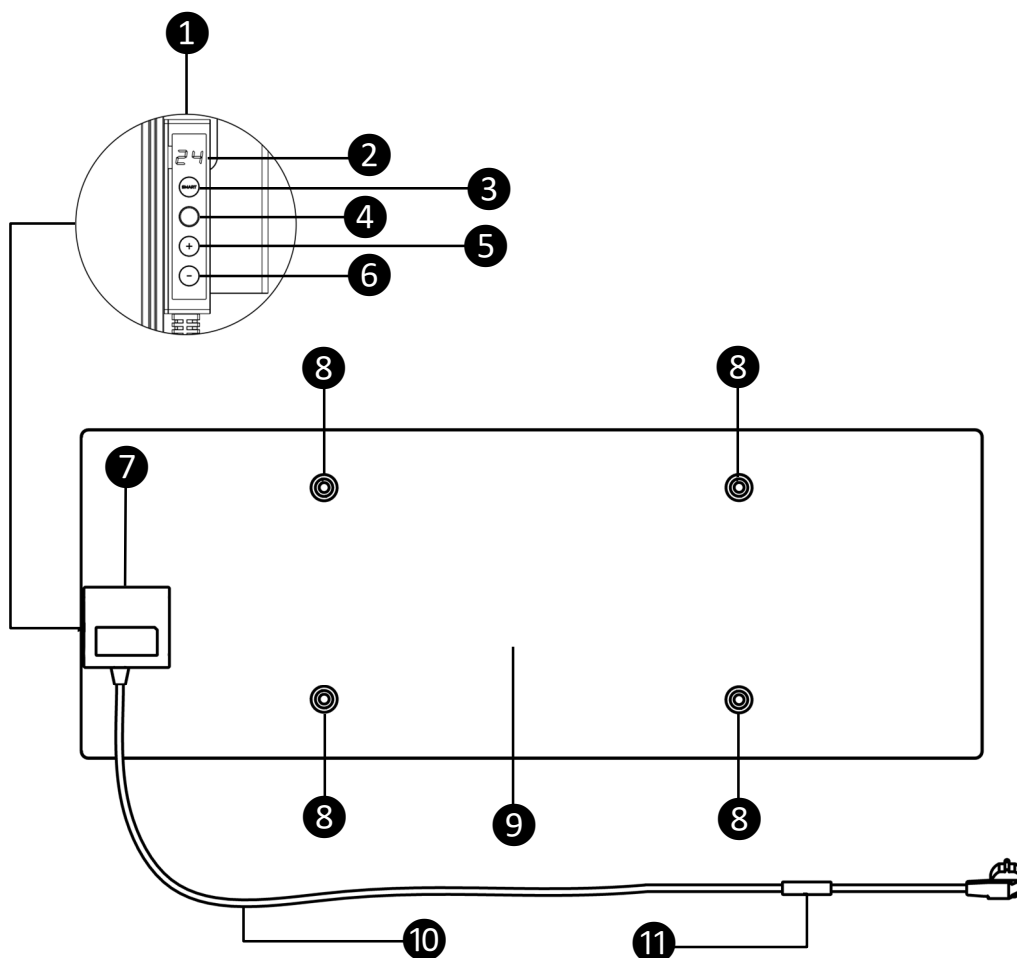


Figure 4 –Device elements (AGH0003S–AGH0005S)

Device elements (see the 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 to install feet or brackets;
- 9 – heating panel;
- 10 – power cord;
- 11 – temperature sensor.

1.4 Device Appearance (AGH0011S, AGH0012S)



1(a) – Front view (AGH0011S)



1(b) – Rear view (AGH0011S)



2(a) – Front view (AGH0012S)



2(b) – Rear view (AGH0012S)

Figure 5 – Device appearance (AGH0011S, AGH0012S)

1.4.1 Device Elements (AGH0011S, AGH0012S)

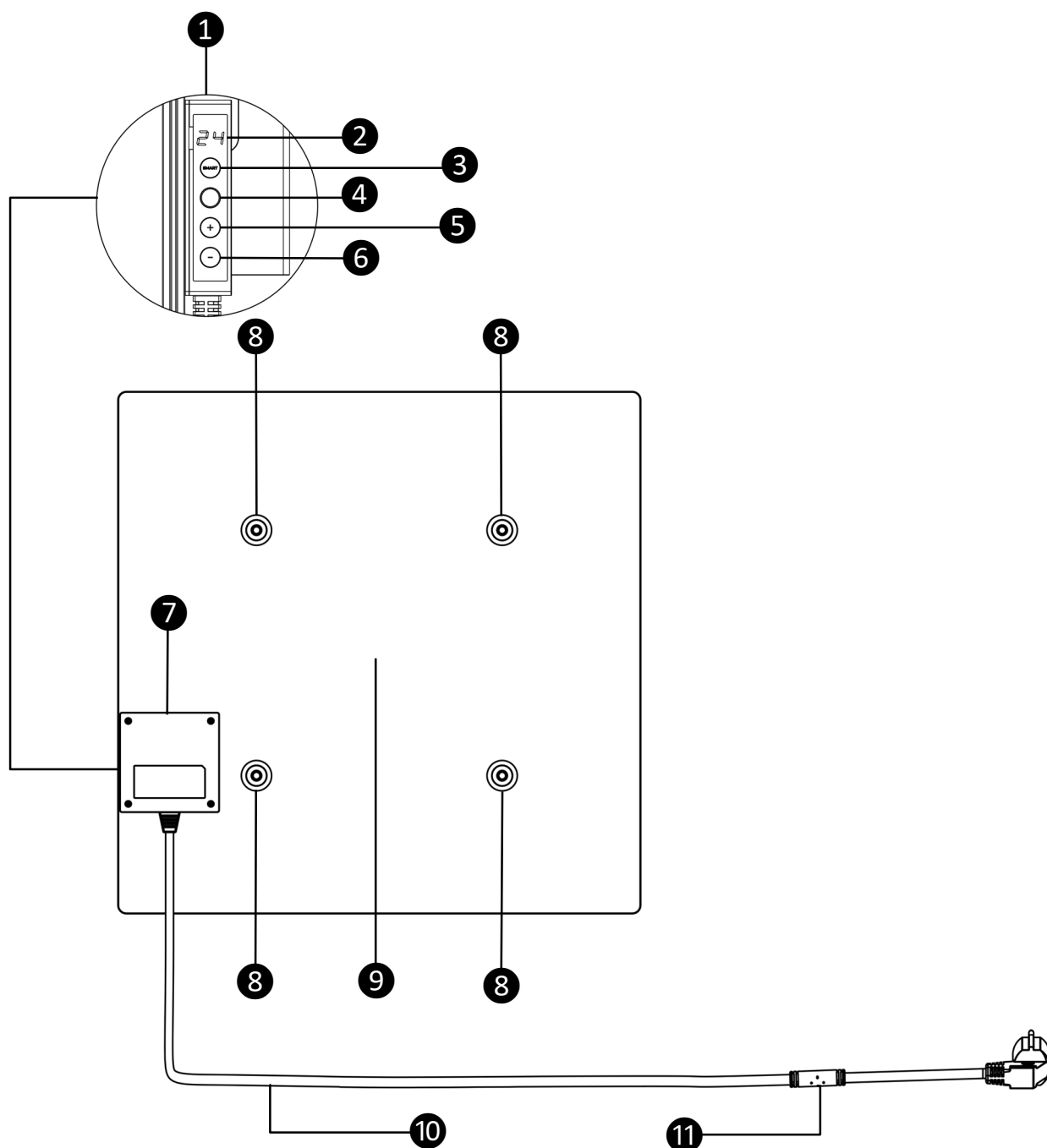


Figure 6 –Device elements (AGH0011S, AGH0012S)

Device elements (see the 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 to install wall brackets;
- 9 – heating panel;
- 10 – power cord;
- 11 – temperature sensor.

1.5 Button Functions and Indicators

NOTE

Models AGH0001S and AGH0002S are equipped only with a power button. Heating in “SMART” mode and temperature setting 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	Resetting the device to factory settings
Press 5 times within 4 seconds	Manually disable child lock

Table 2 – Power button LED indicators (all models)

Color	Status	Description
Blue	Solid	Device is connected to the power supply, activated in the AENO app, but not turned on
	Flickering ¹	Device is connected to the power supply, but not activated in the AENO app and not turned on

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

Color	Status	Description
Green	On	Device is connected to the power supply, activated in the AENO app, and turned on
	Flickering	Device is connected to the power supply, 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 falling (incorrect device position); overcurrent, device overheating
	Blinking fast	Device reset to factory settings process has started
Yellow	On	Device is connected to the power supply and heating in SMART™ mode is on
	Off	Device is not connected to the power supply; no voltage in the power supply

Table 3 – Functions of the “SMART” button, temperature increase and decrease buttons (except AGH0001S, AGH0002S)

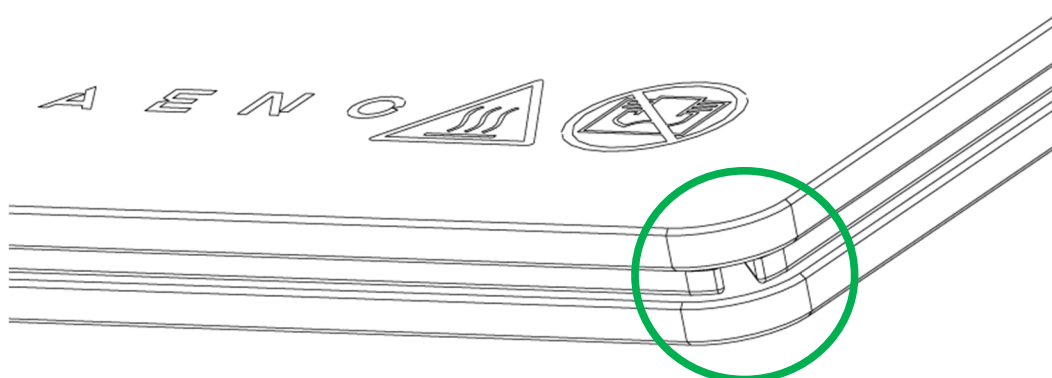
Button	Action	Function
“SMART” button	Press once	Turn heating in “SMART” mode on/off
Temperature increase button		Increase the desired room temperature by 1 °C / 1 °F
Temperature decrease button		Decrease the desired room temperature by 1 °C / 1 °F

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 Technical Hole

The technical hole in the heater housing provides air circulation and is not a device defect. Its location may vary depending on the heater model.

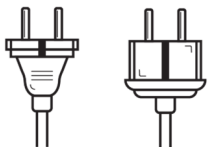
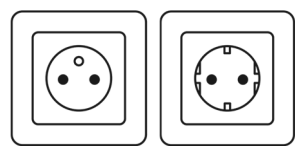
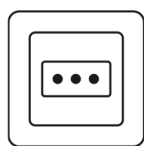
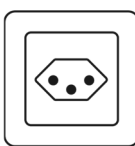
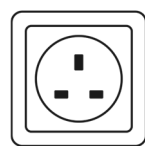
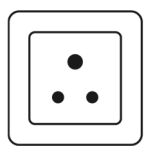


ATTENTION!

It is forbidden to cover the device process hole.

1.7 Types of Power Outlets and Plugs

The AENO™ heater is supplied 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 in the package).

NOTE

For advice on purchasing an adapter, contact any electrical 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 is not securely fixed in the power outlet, do not use the device to avoid overheating and the risk of fire!

ATTENTION!

Repair and replacement of the power outlet must be performed 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– AGH0005S	AGH0011S, AGH0012S
Power supply			
Rated voltage	220–230 V (AC)	220–230 V (AC)	220–240 V (AC)
	Permissible voltage range: 180–253 V (AC)		
Rated current	3.0 A	3.0 A	2.0 A
	≤ 0.01 A in standby mode		
Frequency	50 Hz	50 Hz	50 Hz
Rated power	700.0 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): 18.2 dBm (~66 mW)		

Parameter	Value		
Model	AGH0001S, AGH0002S	AGH0003S– AGH0005S	AGH0011S, AGH0012S
Integration			
Apps	AENO app		
Voice assistants	Google Assistant, Amazon Alexa, Siri		
Server	Cloud		
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 / 140–248 °F; Adjustment step – 1 °C / 1 °F		
Heating panel temperature	60–120 °C / 32–104 °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		
Casing protection degree	IP44 ²		
Protection class against electric shock	Class II ²		
Protection types	Overcurrent protection: 6.3 A; Overvoltage protection: 260 V; Overheat protection: 135 °C		
Tilt sensor	Electronic gyroscope, automatic shutdown on fall		

¹ The effective heating area depends on the room area, ceiling height, number of windows, quality of glazing, quality of wall and ceiling insulation, presence of corner rooms, and climate zone.

² See section 10 “Glossary.”

Parameter	Value		
Model	AGH0001S, AGH0002S	AGH0003S– AGH0005S	AGH0011S, AGH0012S
Material	Heating panel: tempered glass; Control unit: PC plastic		
Dimensions (L×W×H)	1000×165×417 mm (floor installaton); 1000×62×365 mm (wall mounting)		500×62×500 mm (wall mounting)
Power cord length	1.9 m		
Installation options	– on the floor; – on the wall; – on the ceiling		– on the wall; – on the ceiling
Color	White ("Glossy White"), Black ("Pearl Black")	White ("Glossy White"), Black ("Pearl Black"), Gray ("Noble Gray")	White ("Glossy White"), Black ("Pearl Black")
Net weight (with accessories)	8.7 kg	8.7 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 Technologies Used

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

- With **infrared radiation**, surfaces and objects within the heater's range are heated directly, helping to maintain a comfortable indoor microclimate since infrared radiation does not dry out the air.
- With **convection**, the heating panel warms the air in the room.

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

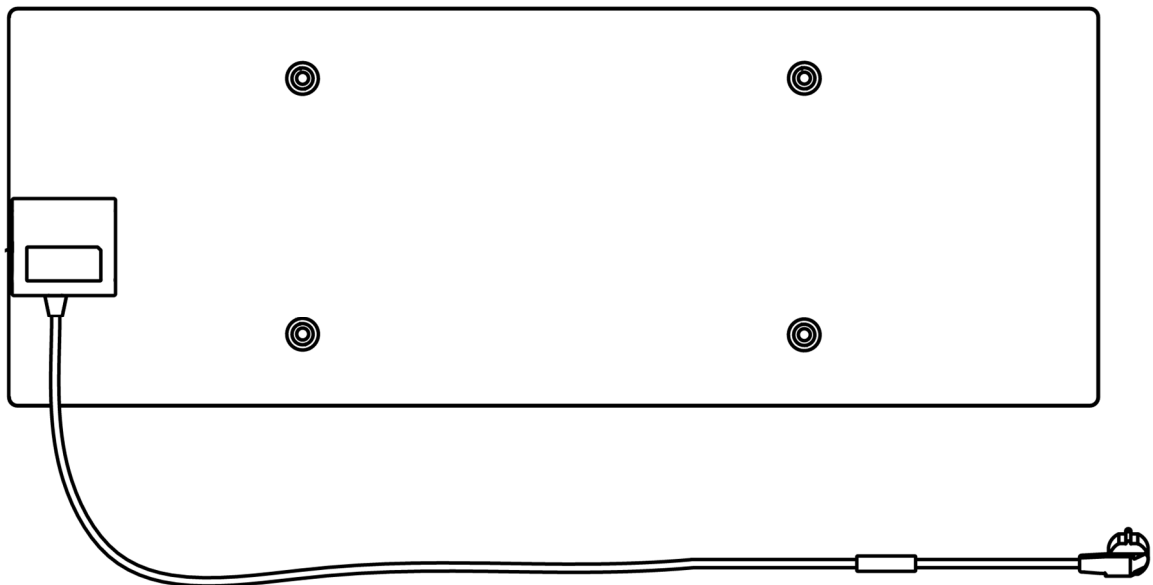
- Install the heater in locations where there are no obstacles to the passage of infrared rays.
- When using heating in "SMART" mode, ensure that the desired room temperature is set correctly. If the room temperature exceeds the set value, the heater will switch to standby mode and resume heating when the temperature drops below the set level.

1.10 Package Contents

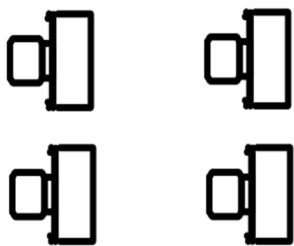
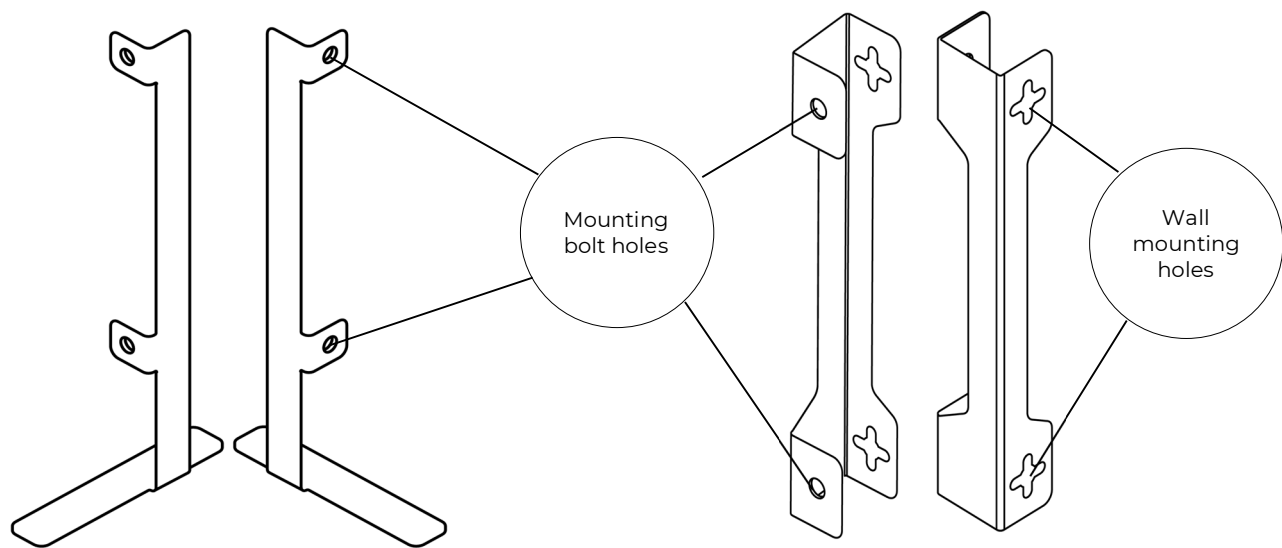
1.10.1 Package Contents (AGH0001S, AGH0002S, AGH0003S–AGH0005S)

The package for the AENO™ Heater models AGH0001S, AGH0002S, AGH0003S–AGH0005S includes:

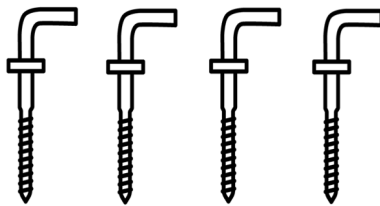
1. Heater – 1 pc.
2. Floor stand legs – 2 pcs.
3. Wall mounting brackets – 2 pcs.
4. Mounting kit:
 - a. mounting bolts – 4 pcs.;
 - b. hooks – 4 pcs.;
 - c. dowels – 4 pcs.
5. Wall drilling template – 1 pc.
6. Quick Start Guide – 1 pc.
7. Warranty Card – 1 pc.



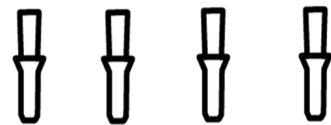
1 – Heater



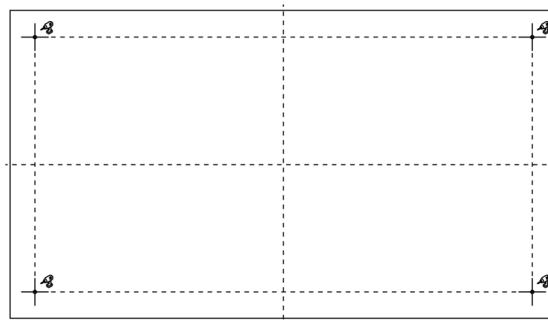
4(a) – Mounting bolts



4(b) – Hooks



4(c) – Dowels



5 – Wall drilling template

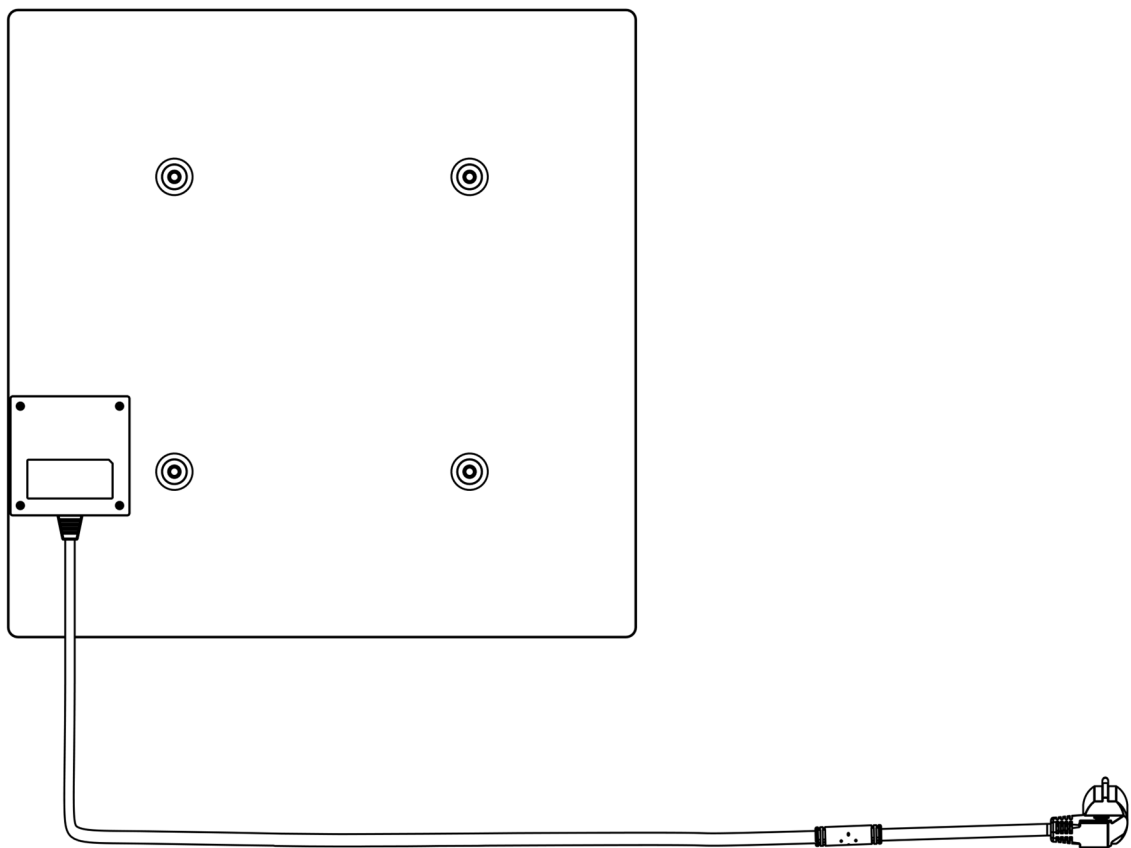
Figure 7 – Package contents (AGH0001S, AGH0002S, AGH0003S–AGH0005S) ¹

¹ Images of components are provided for illustrative purposes only.

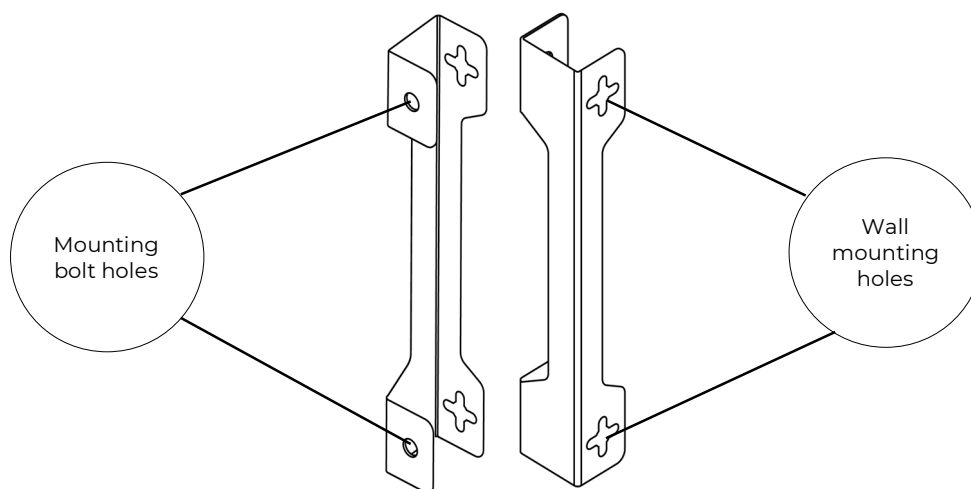
1.10.2 Package Contents (AGH0011S, AGH0012S)

The package for the AENO™ heater models AGH0011S, AGH0012S includes:

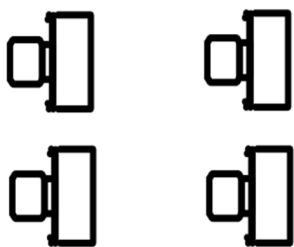
1. Heater – 1 pc.
2. Wall mounting brackets – 2 pcs.
3. Mounting kit:
 - a. mounting bolts – 4 pcs.;
 - b. hooks – 4 pcs.;
 - c. dowels – 4 pcs.
4. Wall drilling template – 1 pc.
5. Quick Start Guide – 1 pc.
6. Warranty Card – 1 pc.



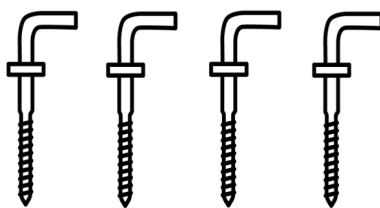
1 – Heater



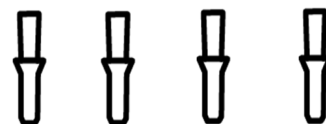
2 – Wall mounting brackets



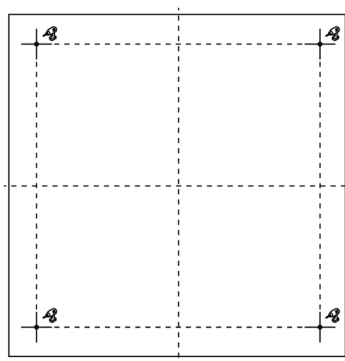
3(a) – Mounting bolts



3(b) – Hooks



3(c) – Dowels



4 – Wall drilling template

Figure 8 – Package contents (AGH0011S, AGH0012S) ¹

¹ Images of components are provided for illustrative purposes only.

1.11 Packaging and Labeling

The AENO™ heater is supplied in individual cardboard packaging with dimensions:

- models AGH0001S, AGH0002S, AGH0003S–AGH0005S: 1060×420×90 mm (L×W×H);
- models AGH0011S, AGH0012S: 600×600×850 mm (L×W×H).

Device weight in packaging:

- models AGH0001S, AGH0002S, AGH0003S–AGH0005S: 8.7 kg (net), 10.9 kg (gross);
- models AGH0011S, AGH0012S: 6.2 kg (net), 7.9 kg (gross).

The packaging includes the full name and labeling, a list of included components, and the main technical specifications of the device, as well as the production date and manufacturer information.

1.11.1 Packaging Labeling Indicating 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 device packaging (box) is made of corrugated cardboard.



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



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



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



The symbols are used in Spain and Portugal and indicate that the inner device packaging (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 has been 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**

The 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 NF T51-800 standard. Certificate number: TA8021702099 OK COMPOST HOME TÜV.

1.11.2 Determining the Device Production Date

The device production date is indicated on the sticker on the box and is also encoded in the device 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 production week (for example, "10" denotes the tenth week of the specified calendar year)
			Numeric identifier of the production year, starting from 2020 (for example, "2" denotes 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 the "Amazon" marketplace 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 the marking is absent, the device is equipped with a standard Type E/F plug
				Remote control capability: S – "smart" device connectable to the AENO app and voice assistants. If the marking is absent, the device is controlled manually only

A GH 0001 S -IT -A

Sequential model number in the AENO™ heater lineup:

0001, 0003, 0011 – white device

0002, 0004, 0012 – black device

0005 – gray device

Device type:

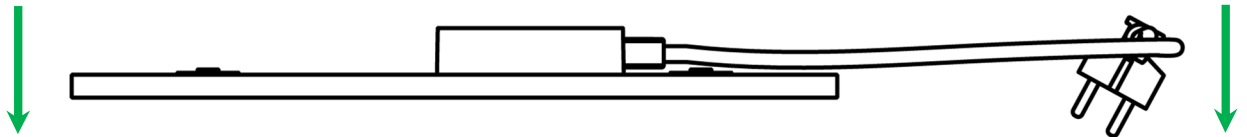
GH – glass heater

Device brand:

A – AENO™ brand device

2 Unpacking, Installation, and Preparing for Use

1. Carefully open the packaging, remove the heater and accessories. Remove packing materials.
2. Place the device on a horizontal surface with the heating panel facing down, first placing a clean, dry, soft cloth underneath.



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–AGH0005S)

Choose one of the heater placement methods:

- on a flat, stable horizontal surface for floor installation;
- on a flat, non-tilted vertical surface for wall mounting;
- on a flat, stable horizontal surface for ceiling mounting.

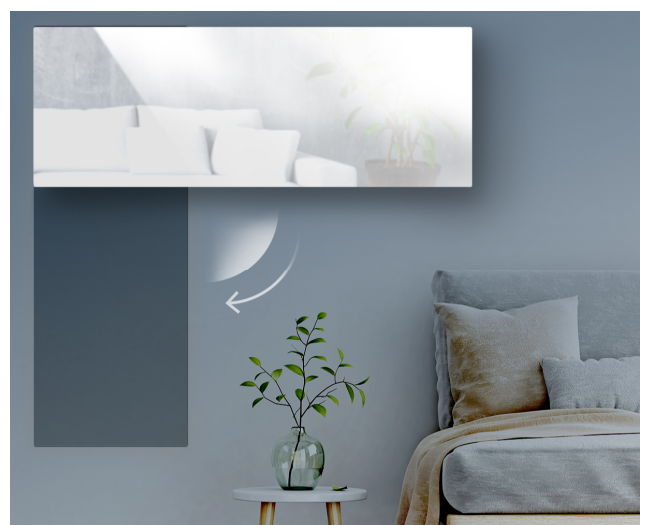




Figure 9 – Heater placement examples
(AGH0001S, AGH0002S, AGH0003S–AGH0005S) ¹

NOTE

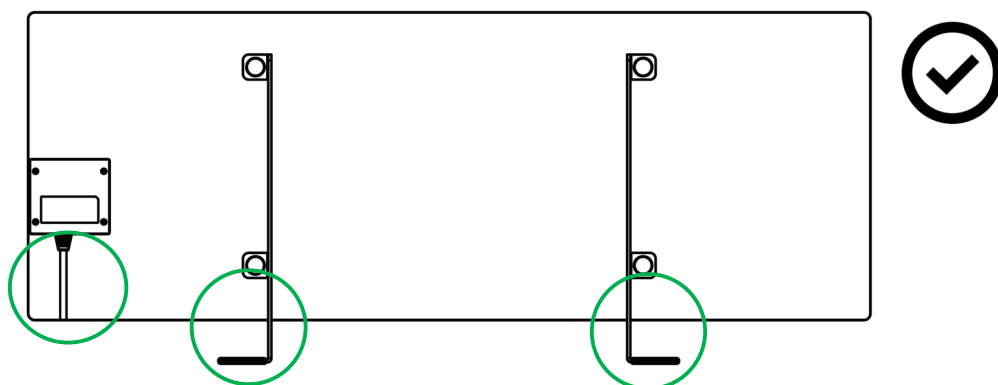
Before starting installation, ensure that the selected location meets the requirements of the “Safe Device Placement Rules” subsection above.

2.1.1 Floor Installation

ATTENTION!

Placing the device on legs is allowed only with horizontal orientation of the heater.

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.

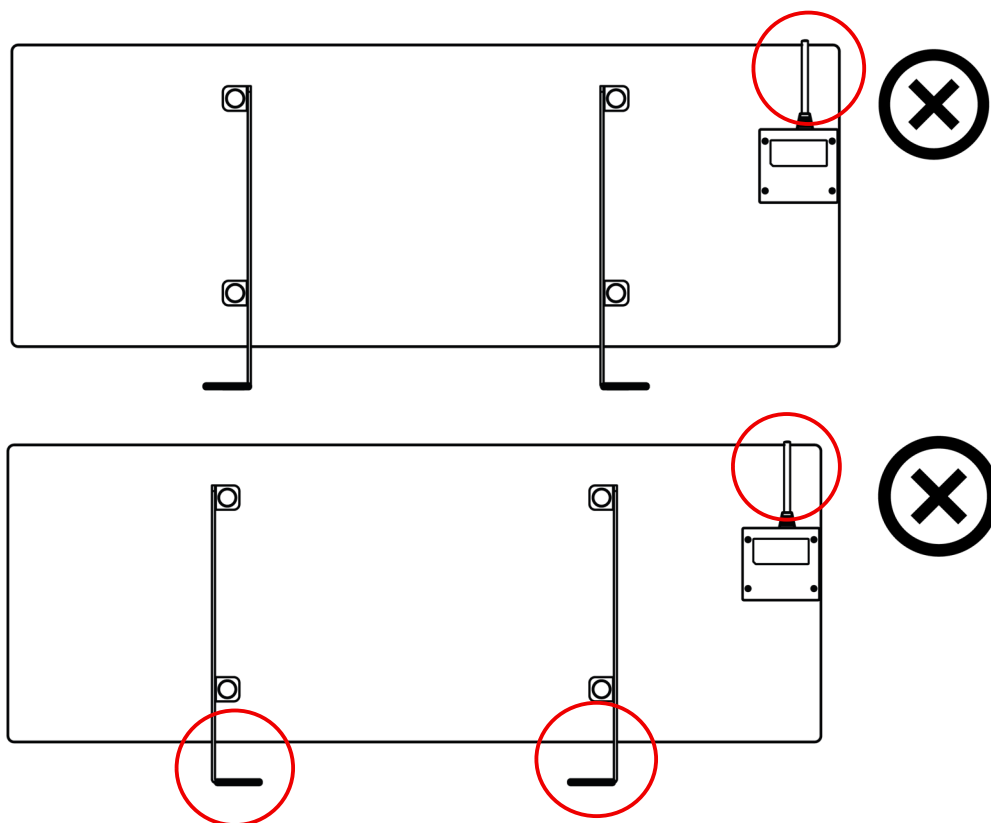


Figure 10 – Legs orientation

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

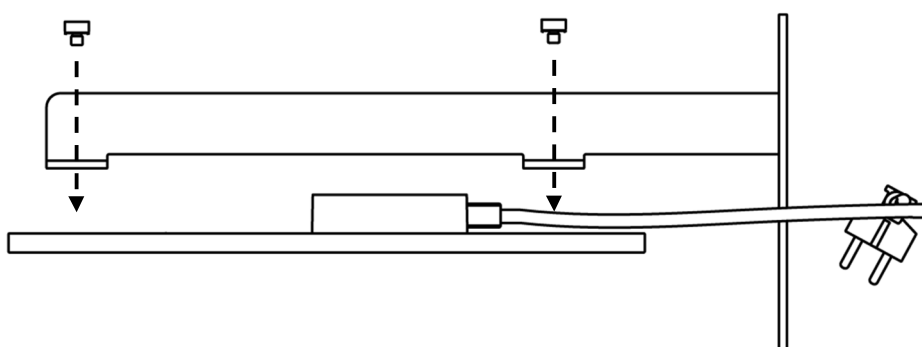


Figure 11 – Attaching the legs

3. Place the heater on its legs in the desired location.

2.1.2 Wall Mounting

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

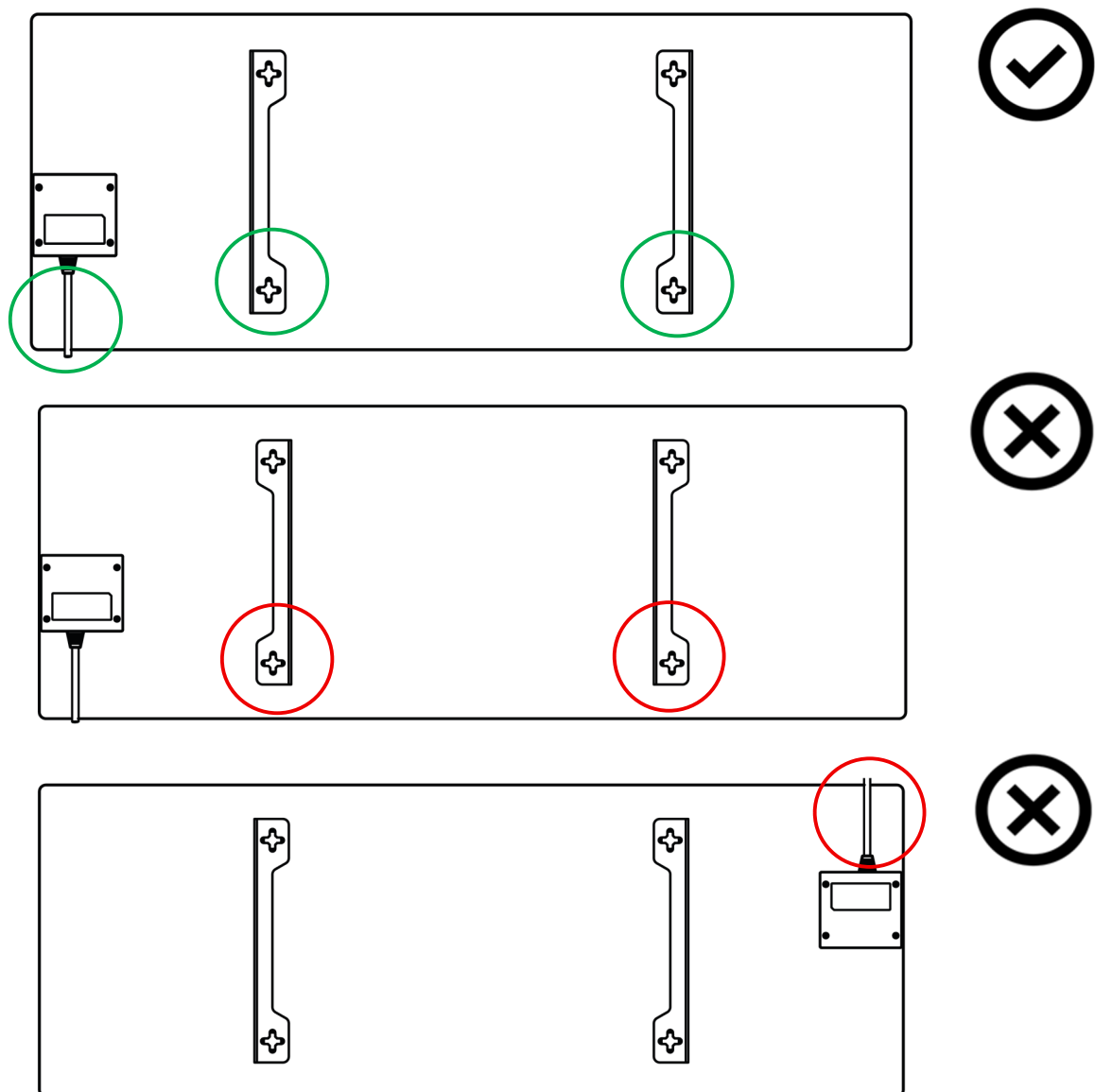


Figure 12 – Horizontal heater orientation
(AGH0001S, AGH0002S, AGH0003S–AGH0005S)

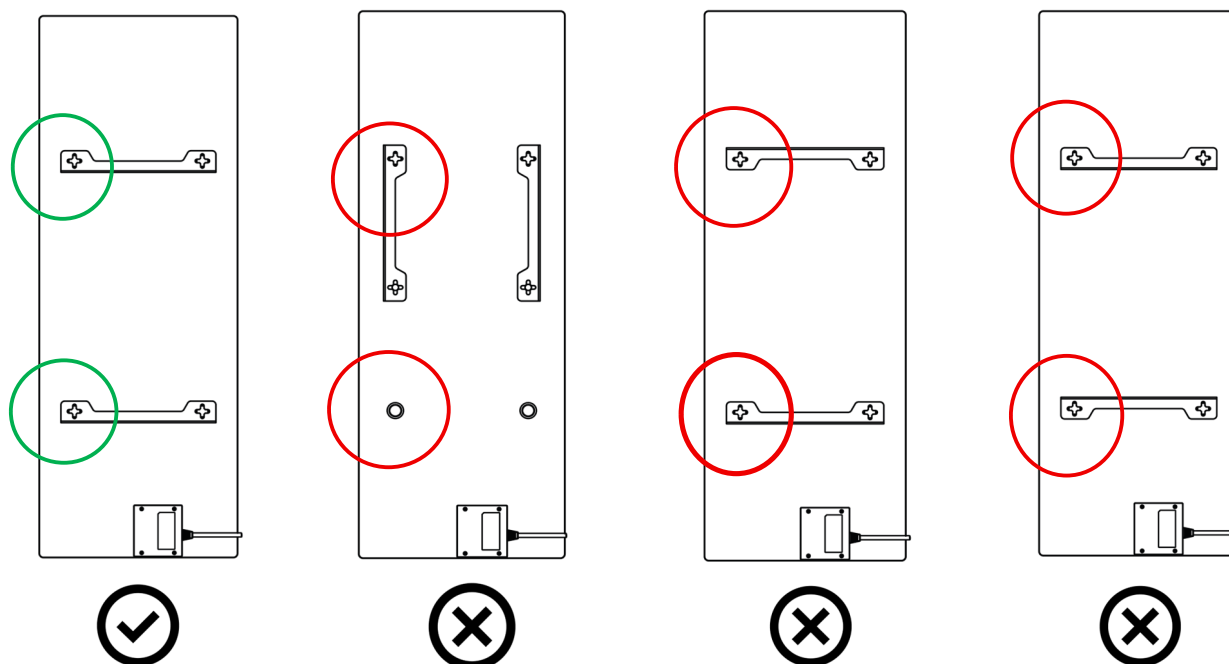


Figure 13 – Vertical heater orientation
(AGH0001S, AGH0002S, AGH0003S–AGH0005S)

ATTENTION!

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

- the device is mounted at a low height;
- a quick and unobstructed way to disconnect the device from the power supply is provided;
- the power cord does not contact the heating panel.

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

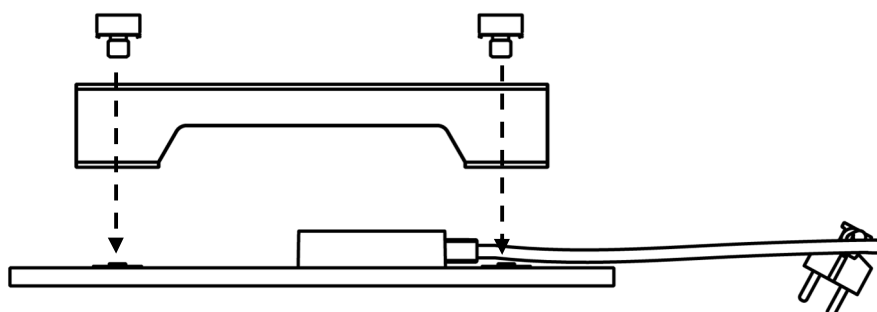


Figure 14 – Attaching the brackets
(AGH0001S, AGH0002S, AGH0003S–AGH0005S)

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

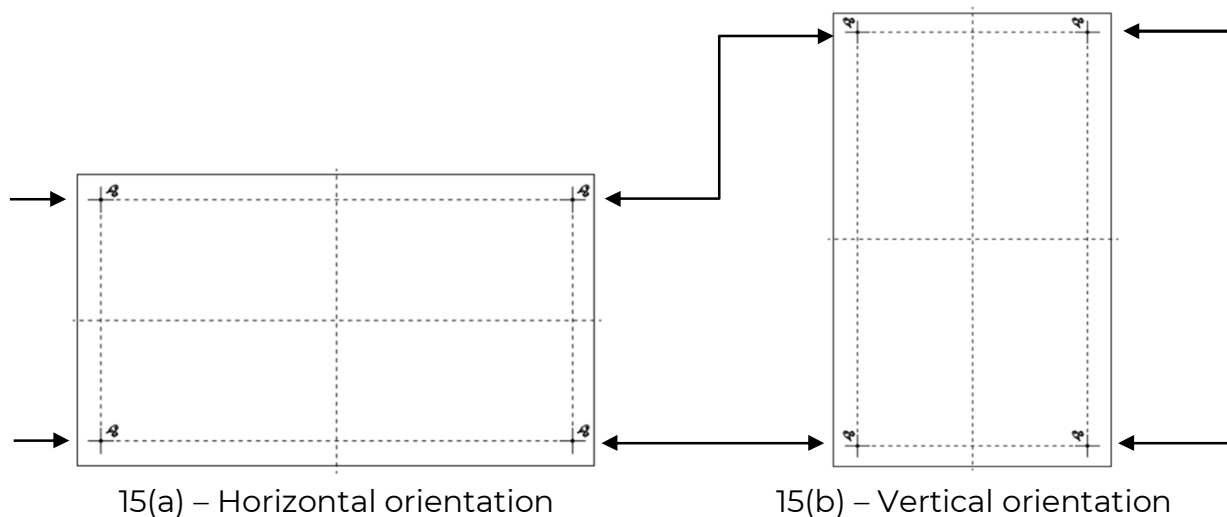


Figure 15 – Marking holes on the wall
(AGH0001S, AGH0002S, AGH0003S–AGH0005S)

NOTE

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

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

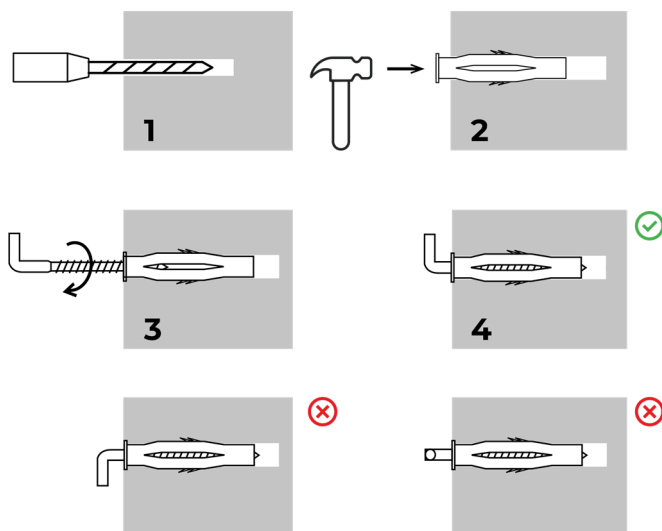
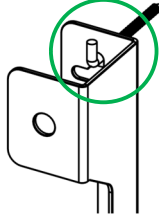
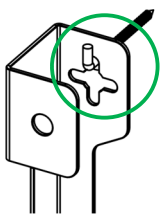


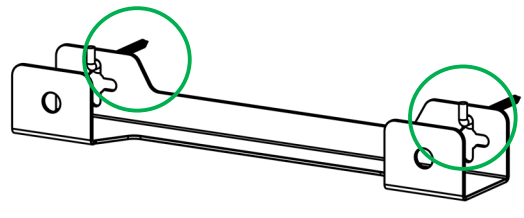
Figure 16 – Installing dowels and hooks

ATTENTION!

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

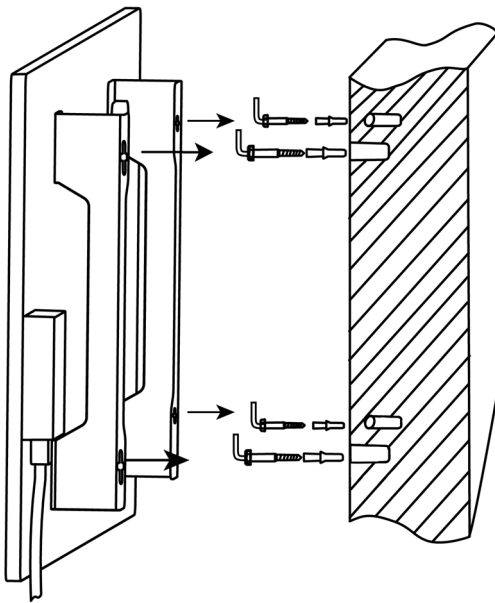


Horizontal heater orientation

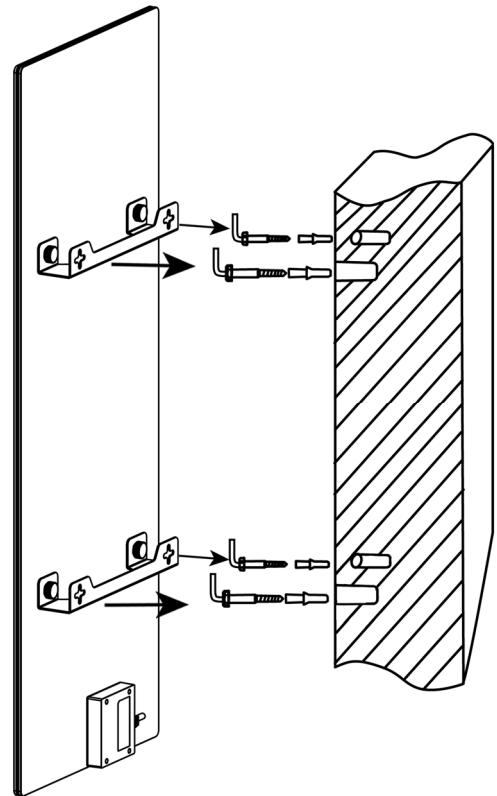


Vertical heater orientation

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–AGH0005S)

2.2 Device Installation (AGH0011S, AGH0012S)

NOTE

Before starting installation, ensure that the selected location meets the requirements of the “Safe Device Placement Rules” subsection above.

Choose one of the heater placement methods:

- on a flat, non-tilted vertical surface for wall mounting;
- on a flat, stable horizontal surface for ceiling mounting.



Figure 18 – Heater placement examples (AGH0011S, AGH0012S) ¹

¹ Images are provided for illustrative purposes only.

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

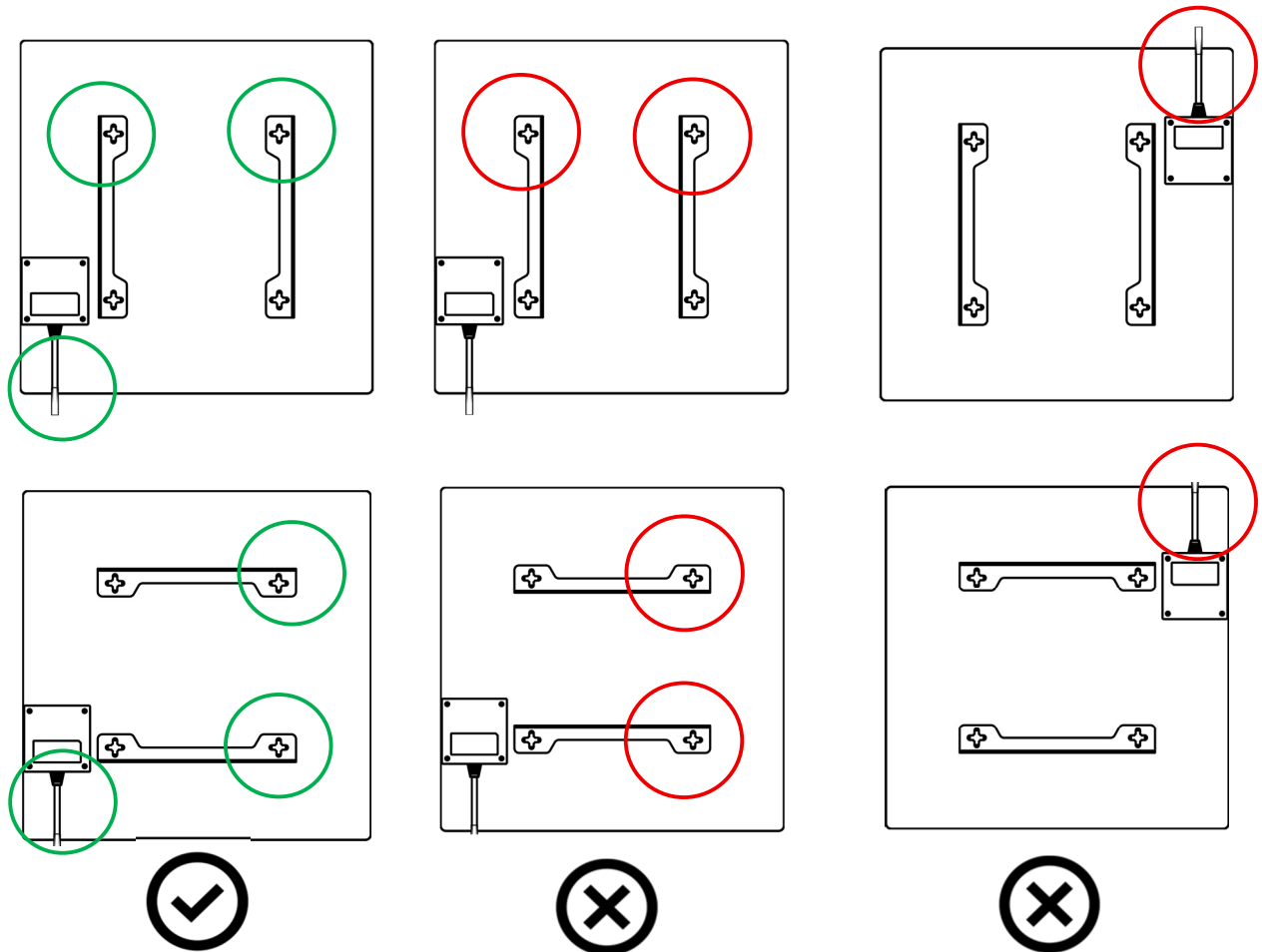


Figure 19 – Bracket orientation (AGH0011S, AGH0012S)

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

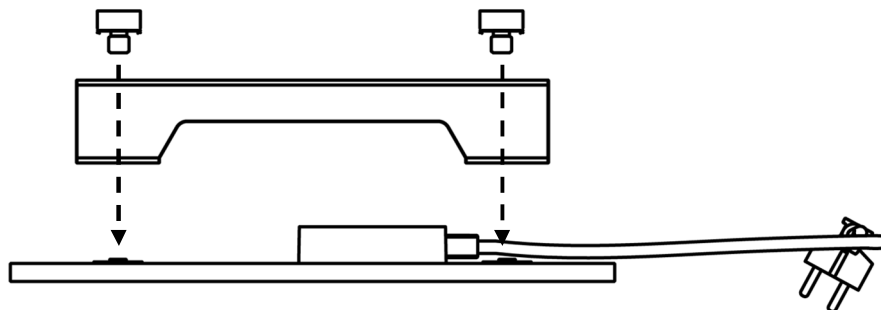


Figure 20 – Attaching brackets (AGH0011S, AGH0012S)

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

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

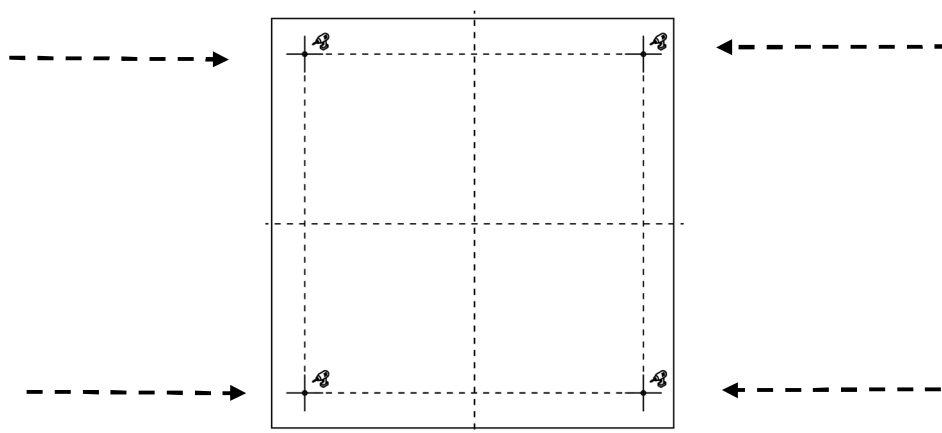


Figure 21 – Marking holes on the wall
(AGH0011S, AGH0012S)

NOTE

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

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

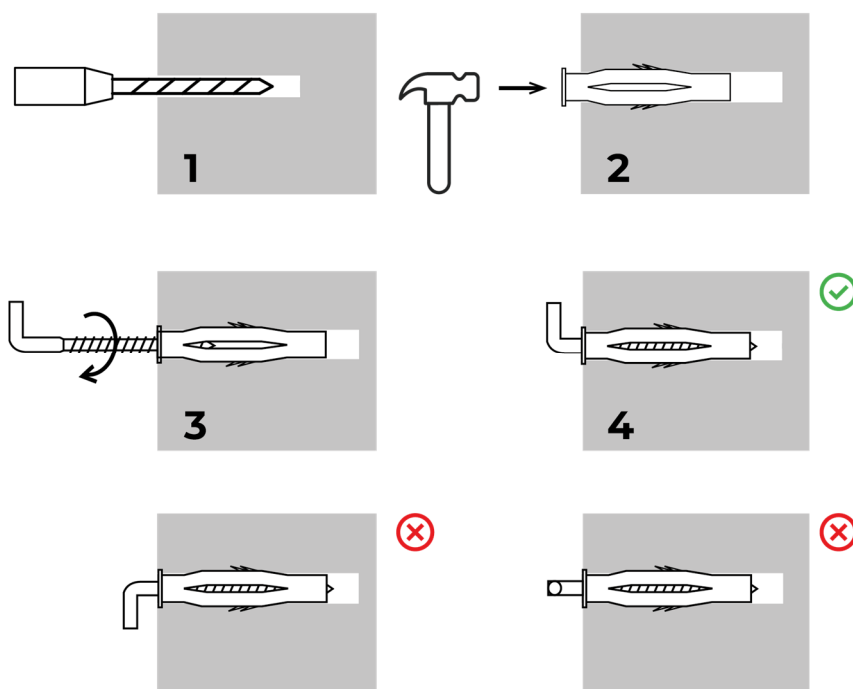
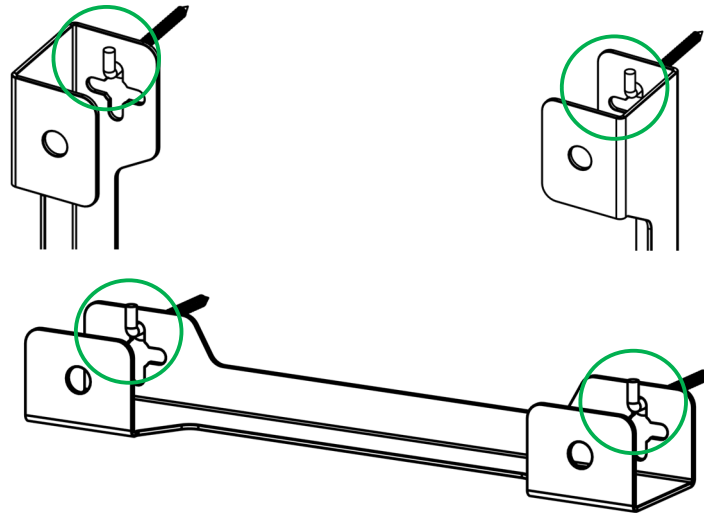


Figure 22 – Installing dowels and hooks

ATTENTION!

During installation, 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.

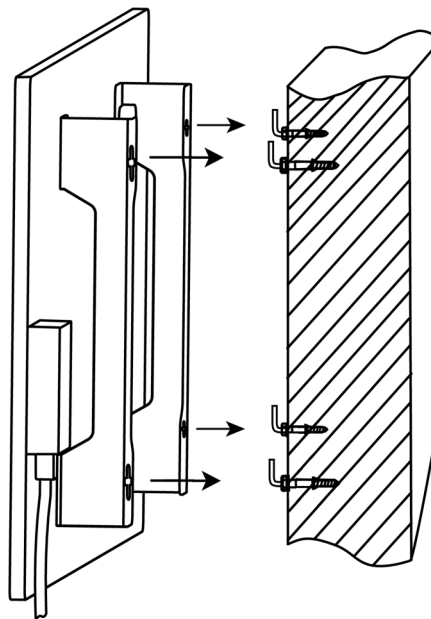


Figure 23 – Mounting on hooks (AGH0011S, AGH0012S)

2.3 Ceiling Mounting

If the user mounts the heater on the ceiling, they **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 the heating appliance on the ceiling.
- The manufacturer assumes no responsibility for any installation errors, including but not limited to the use of unsuitable fasteners, as well as for any losses or damages resulting from improperly performed installation work.
- The device must be mounted in such a way that:
 - adequate ventilation of the device is ensured;
 - the temperature sensor on the power cord is located in the room and not hidden in the ceiling;
 - the power cord does not contact the heating panel.

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

1. Connect the heater to the power supply using the power cord.
2. Connect the heater to the **AENO** app (see subsection 4.2 below), then enable the “Ceiling Mounting” setting in the app (see Subparagraph 4.3.5 below).

ATTENTION!

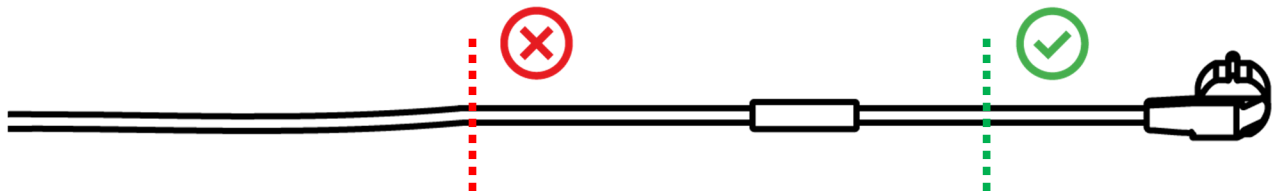
When mounting the heater on the ceiling, the “Ceiling Mounting” setting must always be enabled to ensure proper operation of the device. If the heater settings are reset to factory defaults, this setting must be enabled again.

3. Disconnect the heater from the power supply.
4. Mount the heater on the ceiling.

2.4 Hidden Installation

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

- The manufacturer's warranty on the device is voided.
- The manufacturer assumes no responsibility for any changes or deterioration in the device's performance.
- Installation must be performed only by qualified specialists with sufficient knowledge and skills for proper and safe concealed installation of the heating appliance.
- When cutting the power cord, do not cut off the temperature sensor.



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

2.5 Preparing the Device for Operation

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

Choose one of the device control methods:

- 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.
- **Heating in “SMART” mode** is designed to maintain set room temperature. If the room temperature exceeds the set value, the heater will switch to standby mode and resume heating when the temperature drops below the set level. In The default temperature in this heating mode is set to 24 °C / 75 °F.

NOTE

Control of heating in “SMART” mode for models AGH0001S, AGH0002S is available only through the **AENO** app (see section 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 panel.



1. To turn on constant heating, press the power button. The button will be:
 - flickering green (if the device is not connected to the **AENO** app);
 - solid green (if the device is connected to the **AENO** app).
2. To stop the 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–AGH0005S, AGH0011S, AGH0012S)

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



1. To turn on constant heating, press the power button. The button will be:
 - flickering green (if the device is not connected to the **AENO** app);
 - solid green (if the device is connected to the **AENO** app).
2. If necessary, set the exact heating temperature:
 - a) turn on the heating in “SMART” 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 the 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

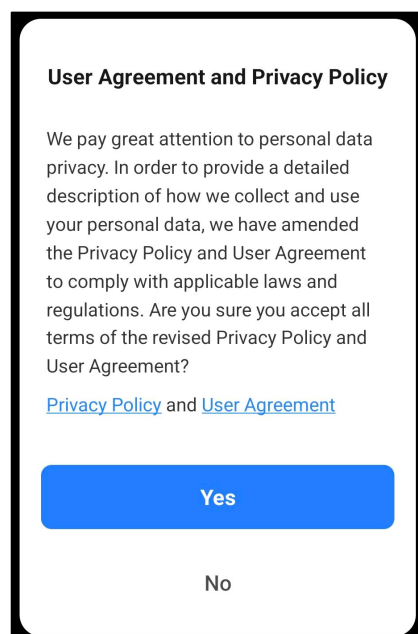
4.1 App Installation

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 Subparagraph 4.1.1 below) or log in to an existing one (see Subparagraph 4.1.2 below).



NOTE

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



4.1.1 Registering 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 e-mail 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. A confirmation code email will be sent to the email address you provided. Enter this code in the registration window in the mobile app.

Enter confirmation code

□ □ □ □ □ □

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

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

NOTE

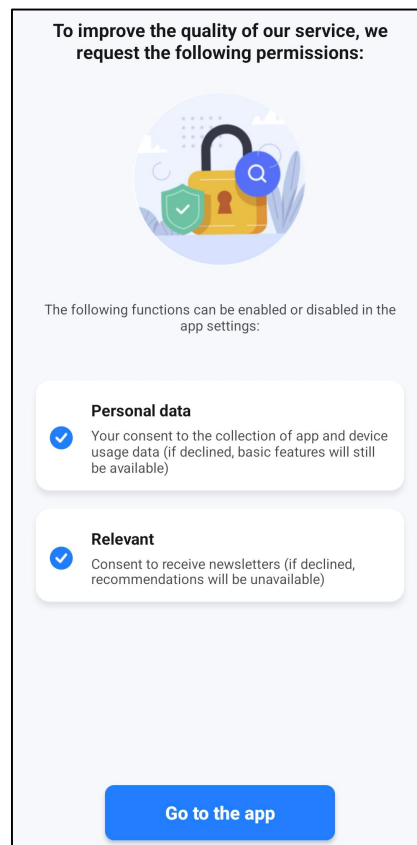
If you did not receive the confirmation code, do the following:

- ensure the email address entered is correct;
- Check your spam folder;
- try creating an account with a different email address.

If none of the above methods work, contact our support team via the feedback form on the webpage **aeno.com/service-and-warranty**. In your message, include your e-mail address and the exact time when you tried to create an account.

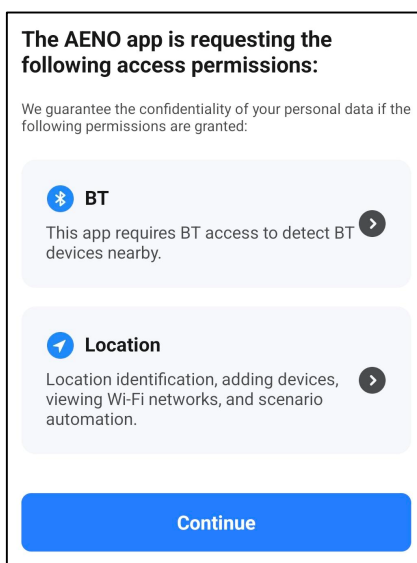
6. After successfully entering the confirmation code, set a password (6 to 20 characters, including letters and numbers) and tap “Done”.

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



NOTE

If you receive system prompts to turn on assistive features on your smartphone, follow the prompts.

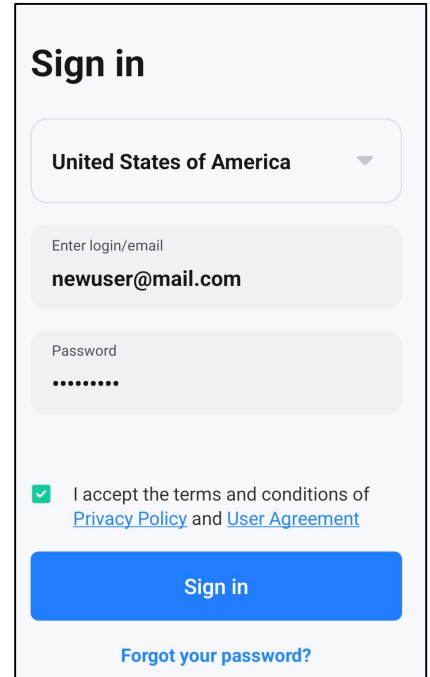


4.1.2 Logging into an Existing Account

1. Launch the **AENO** app and tap “Sign in”.
2. Fill in the authorization information:
 - Select your country of residence;
 - Enter your e-mail 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 password recovery instructions will be sent to the email address associated with the account.



4.2 Connecting the Heater to the Mobile App

ATTENTION!

After the first activation of the device in the mobile app, an automatic firmware update process may start (a corresponding notification will appear in the app). **Do not disconnect the device from the power supply until the update process is complete!** Also, do not disconnect the device from the power supply for **5 minutes** after resetting the settings to factory defaults.

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

- in auto-discovery mode;
- in manual mode.

4.2.1 Connecting in Auto-Discovery Mode

NOTE

This method can be used for activation in the app after connecting the device to the power supply.

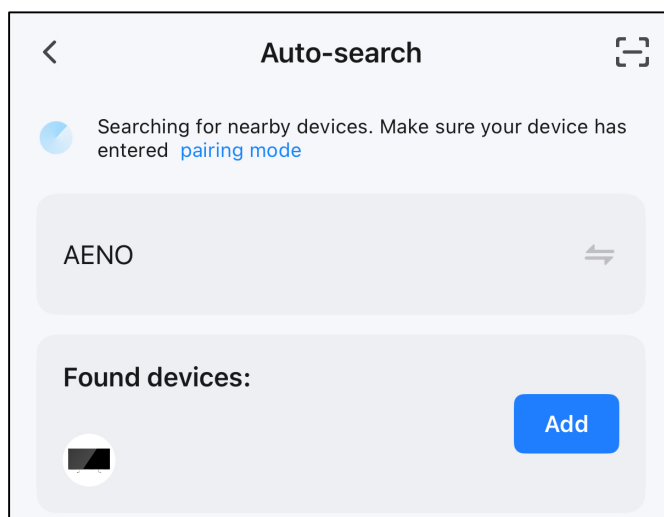
NOTE

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

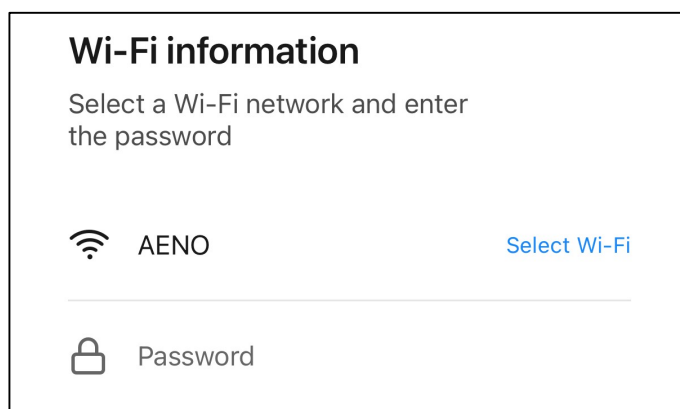
1. After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



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 the 2.4 GHz Wi-Fi network and enter the password.



- Wait for the device to be added to the app and tap the  icon.
- Enter the desired name for the heater and select the room where it will be installed from the list. Tap “Done”.

Device information

Heater

Add this device to a room

Living room

Master bedroom

Second bedroom

Dining room

Study

Kitchen

Cancel
Done

4.2.2 Connecting in Manual Mode

NOTE

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

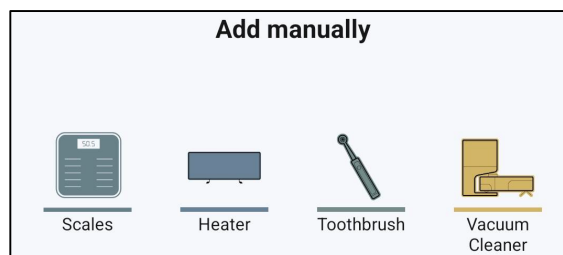
NOTE

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

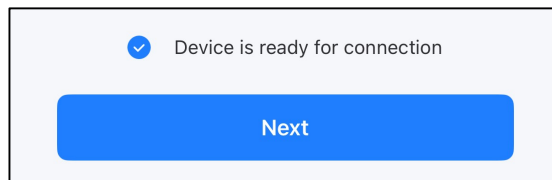
- After logging into your account, tap “+” in the upper right corner on the “Home” tab. Then tap “Add device”.



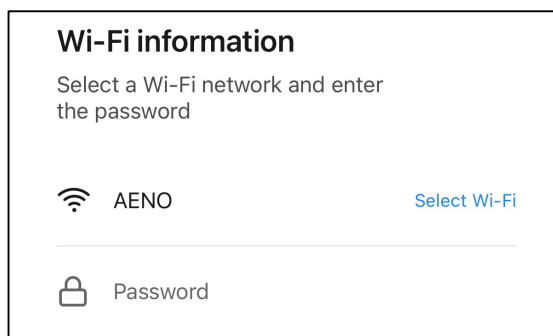
- In the “Add manually” section, select the “Heater” category.



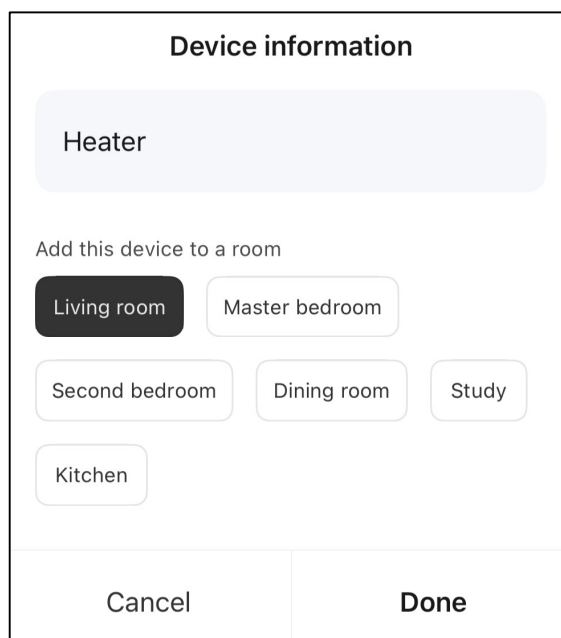
3. Press and hold the heater's power button for at least 4 seconds until the LED indicator starts flashing purple.
4. On the connection instructions screen, confirm that the device is ready to connect and tap "Next".



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

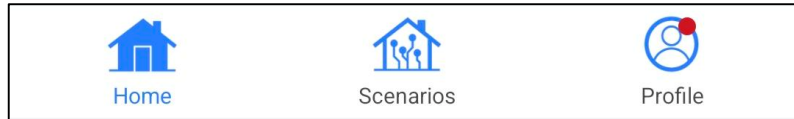


6. Wait for the device to be added to the app and tap the  icon.
7. Enter the desired name for the heater and select the room where it will be installed from the list. Tap "Done".



4.3 Device Control

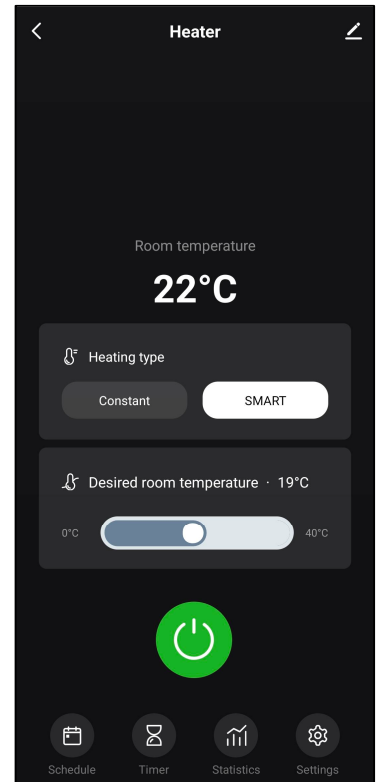
To open the device control panel, tap the heater image in the list of connected devices on the “Home” tab in the app's main screen.



Through the control panel, the user 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 energy consumption and power statistics;
- 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.



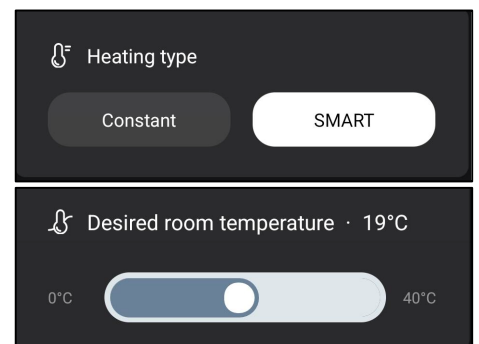
4.3.1 Selecting the Heating Type

NOTE

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

In the “Heating type” window on the control panel, the following settings are available to the user:

- “Constant” – enables continuous heat supply.
- “SMART” – enables maintaining the set temperature in the room.
- The “Desired room temperature” slider – selects 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 heating in «SMART» mode is on, the heater will switch to standby mode and resume heating when the temperature drops below the set level.

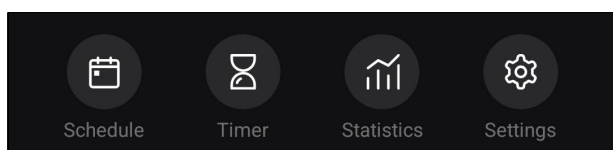
NOTE

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

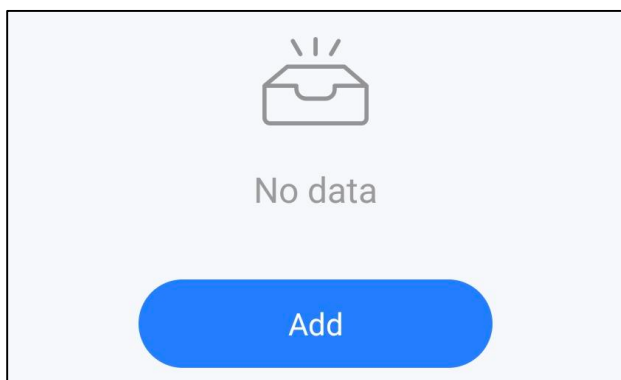
4.3.2 Schedule

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".



<

Add a schedule

Save

Current GMT time zone: +03:00

08 36

09 37

10 38

Repeat

Once >

Name

>

Notification

☐

Heater status

On >

Desired room temperature

0 >

Heating type

SMART >

3. Configure the schedule by specifying the desired parameters:

- settings start time;

09 37

- days of the week for repeating the settings;

Repeat

Once >

NOTE

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

- schedule name;

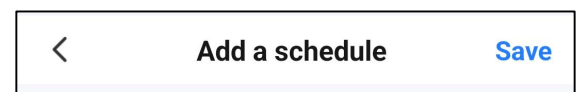
Name

>

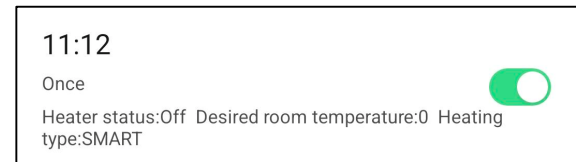
- whether to receive push notifications about the schedule start;
- heater state ("On"/"Off");
- desired room temperature (heating in "SMART" mode);
- heating type.



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

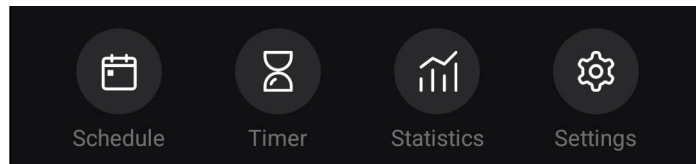


To disable the schedule, move the on-screen switch in the "Schedule" tab to the "Off" position.



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

To set the timer for **turning on**, heating must be off. To set the timer for **turning off**, heating must be on.

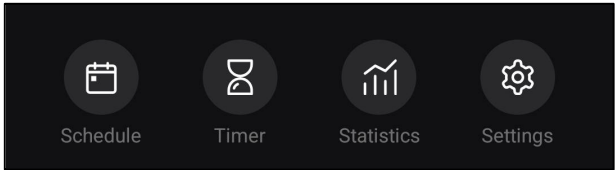
To enable the timer, select the desired time in the "Timer" tab. To disable the timer, select the "Off" option.



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

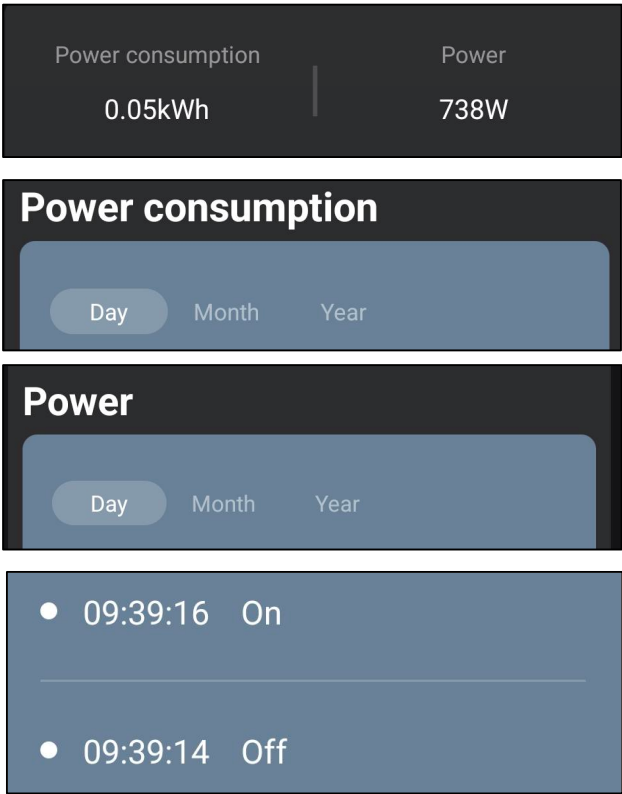
4.3.4 Statistics

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



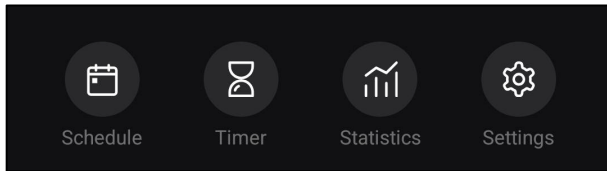
This tab provides the following information:

- current power consumption and heater power;
- power consumption and power statistics for the day, month, and year;
- list of heater statuses by day with exact times.



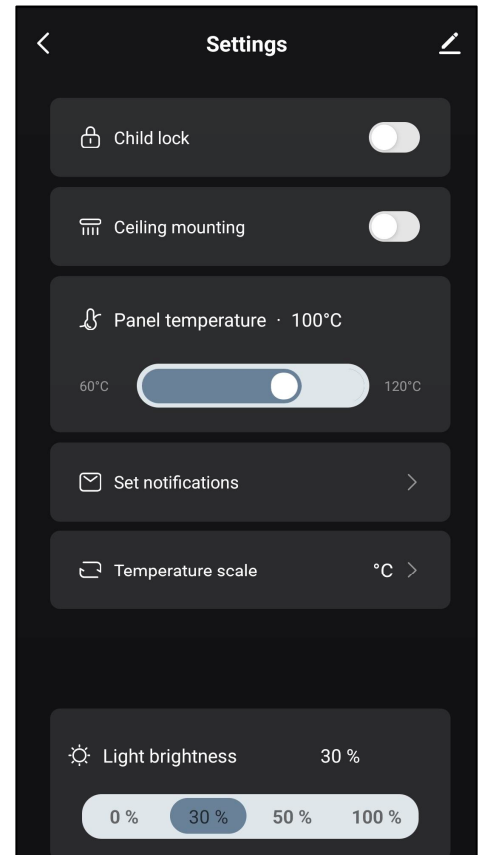
4.3.5 Main Settings

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



This tab provides the following functions:

- enabling/disabling the “Child Lock” function;
- enabling/disabling the “Ceiling Mounting” setting;
- setting the heating panel temperature;
- customizing notifications;
- selecting the temperature scale;
- adjusting the brightness of the control panel button backlight.



“Child Lock” Function

In the “Child lock” window, the user can lock the physical buttons on the heater body. Device control will be possible only through the app.



NOTE

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

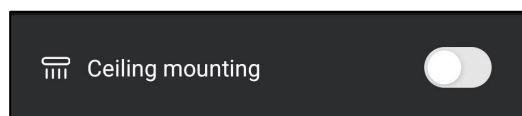
When the function is enabled, the heater will emit a sound signal every time a button on the body is pressed.

You can disable the function:

- remotely via the **AENO** mobile app;
- manually by pressing the power button on the device body 5 times within 4 seconds.

Ceiling Mounting Setting

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

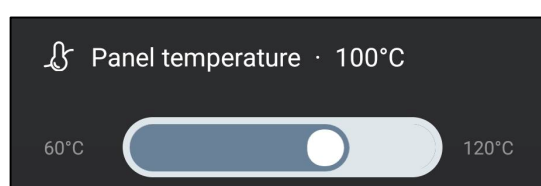


ATTENTION!

To ensure proper operation of the device when mounted on the ceiling, the setting should always be enabled. For more details, see Subsection 2.3 above.

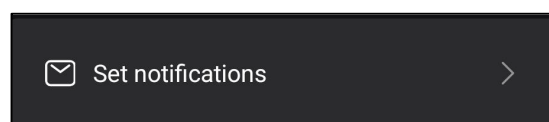
Heating Panel Temperature Setting

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



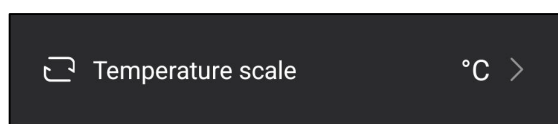
Notification Settings

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



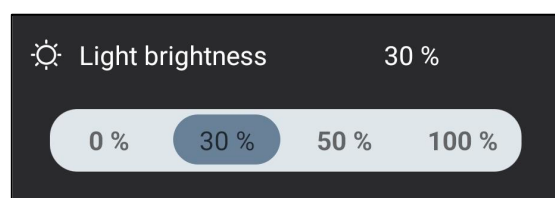
Temperature Scale Selection

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



Physical Power Button Backlight Setting

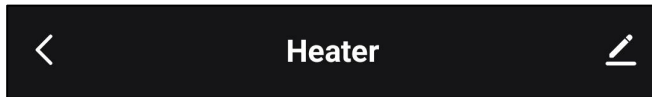
In the “Light brightness” window, the user can adjust the brightness level of the backlight for the physical power button on the device control panel or turn it off completely.



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

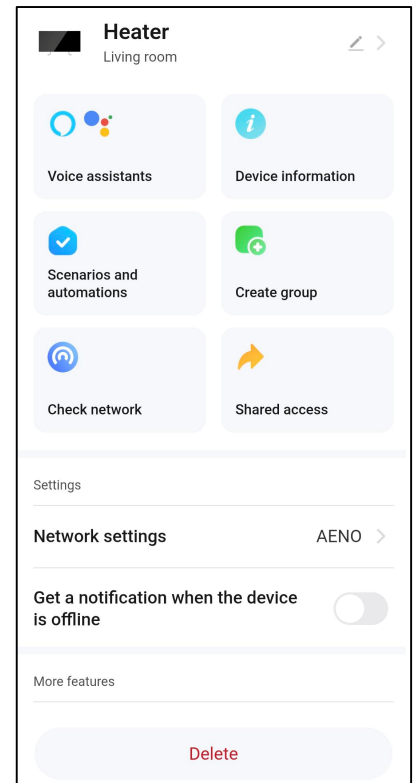
4.3.6 Additional Settings

To open the additional settings window, tap the  symbol in the upper right corner of the device control panel.



In this window, the user has access to the following functions:

- changing general heater parameters;
- connecting voice assistants;
- viewing device information;
- viewing scenarios and automations;
- creating groups;
- checking the connected network;
- sharing access to the device;
- additional network setup;
- viewing additional features.



Changing General Heater Parameters

In the  tab, the user can change the following parameters:

- heater image in the app;
- device name;
- assigned room.

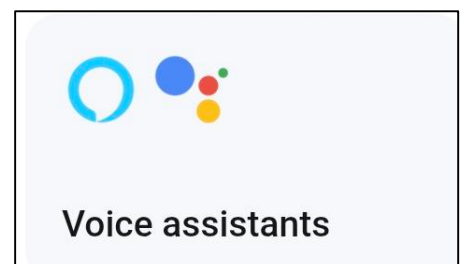


Voice Assistant Selection

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

NOTE

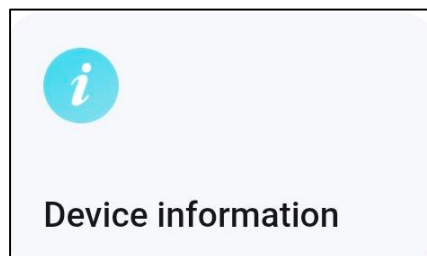
For more details on controlling the device via voice assistants, see Subsection 4.5 below.



Viewing Device Information

In the “Device information” tab, the user 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.

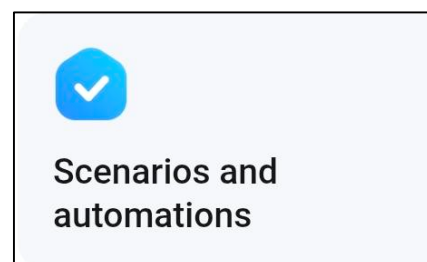


Viewing Scenarios and Automations

In the “Scenarios and automations” tab, the user can view scenarios that use the device.

NOTE

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

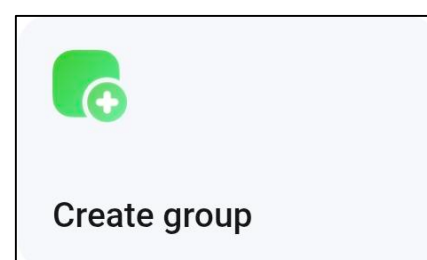


Creating Groups

In the “Create group” tab, the user 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.”



NOTE

You can only group devices of the same type.

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

Connected Network Diagnostics

In the “Check network” tab, the user can run a check on the correctness of the app's connection to the device, 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, the user 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 the user details for sharing access: region and login / account email. Tap “Done.”



AENO Account



Invite through SMS



Copy link



More

New user Done

Region	USA	>
Account	Enter login/email	

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

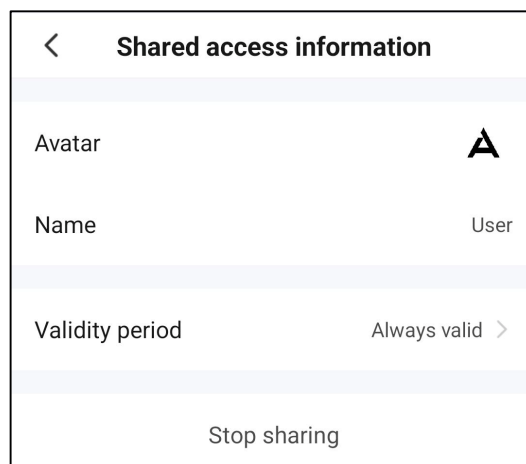
NOTE

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

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

Access management Users with access: 0 >

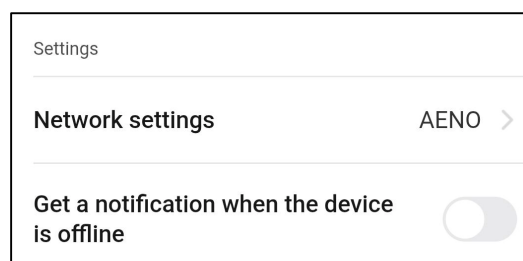
To view additional information about the added account, change the access expiration date, or remove it, tap the user account in the list.



Additional Network Setup

In the “Settings” subsection, the user can:

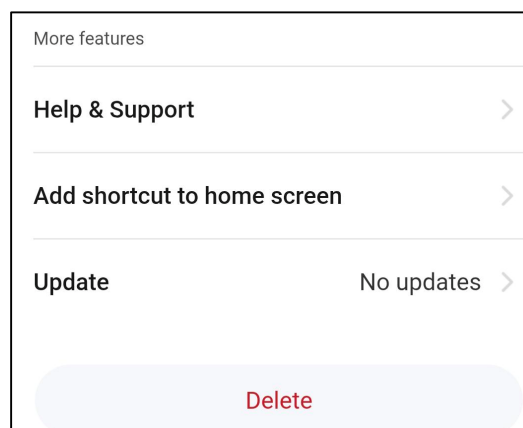
- view information about the connected network status and settings and set a backup network;
- set up notifications when the device is offline.



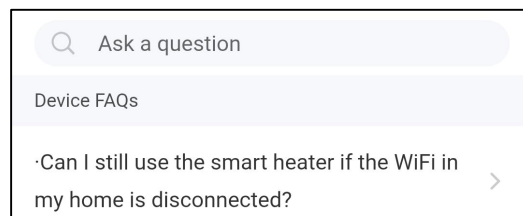
Viewing Additional Features

In the “More features” subsection, the user can:

- contact technical support;
- add a heater shortcut to the controlling device's home screen;
- check the device firmware and enable automatic updates;
- remove the device from the mobile app.



On the “[Help & Support](#)” page, the user can review frequently asked questions and create a support ticket if experiencing issues with device operation.



In the “Add shortcut to home screen” window, the user can create a shortcut for quick access to the device control panel without opening the app.

Add shortcut to home screen

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

Auto-update



This feature turns on auto-updates. However, when the app's main features need to be updated, your confirmation will be requested.

In the “Delete” window, the user 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 erase all heater data from the app.

Delete

Delete and erase all data

Cancel

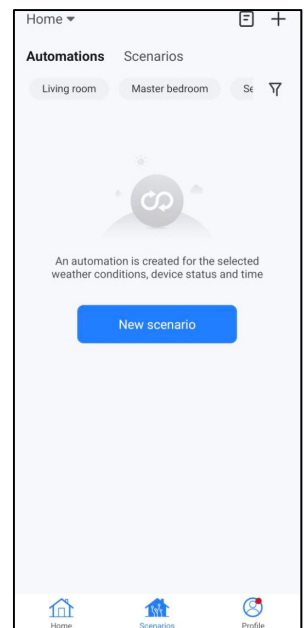
4.4 Scenarios and Automations

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



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

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



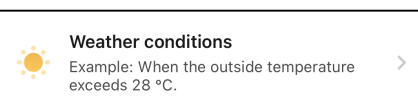
4.4.1 Creating and Running Automation

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

An automation is created for the selected weather conditions, device status and time

New scenario

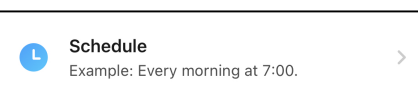
Weather conditions: the automation will start when the selected environmental conditions are reached (for example, the outside temperature drops below 10 °C).



ATTENTION!

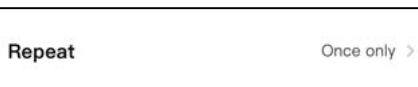
For the automation to work correctly, specify the exact address of the location where weather conditions should be read.

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

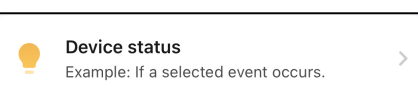


ATTENTION!

If you do not select the days to run the automation will run once when the conditions are met.

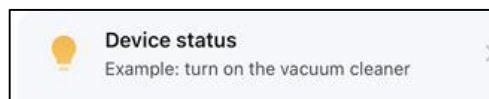


Device status: the automation will start if the device enters the selected state / when the selected setting is activated (for example, constant heating is selected).



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

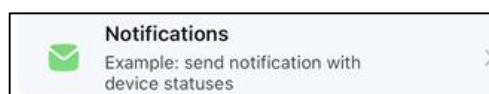
Device status: the selected event will occur (for example, heating will turn on in "SMART" mode).



Scenario: a pre-created scenario or automation will start.



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



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



2. If necessary, select additional automation trigger conditions and actions it will perform.

NOTE

Under the "If" and "Then" windows, the user can select the automation duration.

3. Tap "Save" at the bottom of the screen, enter the automation name, and tap "Confirm".

When saved, the automation will be activated automatically. You can deactivate it in the "Automations" window of the "Scenarios" tab.



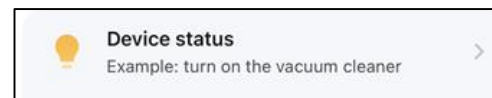
4.4.2 Scenarios

1. Tap "New scenario" in the "Scenarios" window and select "Run scenario."



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

Device status: the selected event will occur (for example, heating will turn on in "SMART" mode).



Scenario: a pre-created scenario or automation will start.



Delay: a time delay will be set before the next action triggers. 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 manage scenarios via the Siri voice assistant. For more details on controlling Siri, see Subparagraph 4.5.3 below.

4.5 Control via Voice Assistants

ATTENTION!

To control the heater via voice assistants, it must be pre-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 the Google Assistant voice assistant, you need a Google account.

1. Download the Google Home app from Google Play or App Store. Register or log in to an existing account.
2. Open the additional heater settings in the **AENO** app, go to the “Voice assistants” tab, and select “Google Assistant.” For more details, see Subparagraph 4.3.6 above.
3. Tap “Connect” in the window that opens.
4. Follow the on-screen instructions for connection.
5. Once integration is complete, wait for the “Google Assistant is connected” message. 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. Register or log in to an existing account.
2. Open the additional heater settings in the **AENO** app, go to the “Voice assistants” tab, and select “Amazon Alexa.” For more details, see Subparagraph 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 for connection.
6. Once integration is complete, wait for the “Amazon Alexa is connected” message. The voice assistant is ready to use.

4.5.3 Siri

NOTE

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

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

Control of the heater using Siri is done through scenarios. Create the desired scenarios for control in the “Scenarios” tab. For more 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 need to add a voice command.
3. Follow the on-screen instructions to set the voice command. Choose simple, easy-to-pronounce phrases.
4. Check that the created command is correct. If necessary, write the phrase down 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 operation. However, to maintain the proper condition and stable operation of the device, do the following:

- Follow the safe use rules for the device described in this document.
- Clean the heating panel on both sides with a slightly damp cloth, followed by a dry cloth that does not leave streaks (at least once a month during the heating 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 not set on the smartphone).

Promptly contact an authorized service center if malfunctions and/or mechanical damage to the device are detected. Repair of the AENO™ heater is carried out **only at authorized service centers**.

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

For more detailed information on repair and replacement of the AENO™ heater, contact your local company representative or technical support via the website **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 AENOTM 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 operation;
- 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 knocking of mechanisms.
- Replacement of consumables and wear parts that have become unusable as a result of their natural wear and tear.

6.1 AENO™ Service Centers

A list of cities with authorized manufacturer service centers can be found on the website **aeno.com**.

6.2 Warranty Service Procedure

If you discover a suspected fault or defect in the device, you should contact an authorized service center before the expiration 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, settings, cleaning, and other maintenance of the device as specified in this user manual.

6.3 Limitation of Liability

Devices with 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 products of their vital activity;
- if the device has been opened (seals 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, use not for its intended purpose, including use contrary to the instructions in the user manuals;
- defects caused by natural wear and tear of the product, including cases, housings, battery packs, or user manuals;
- if the serial number (factory stickers), manufacturing date or model name on the device have been removed, erased, damaged, altered or is illegible in any way;

- in case of violation of the installation and operation rules and conditions of the device as outlined in the user manual;
- cracks and scratches, as well as other defects resulting from transportation, operation 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 an implied warranty of merchantability and fitness for a particular purpose.

It remains at the discretion of the purchaser 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 profits, loss of profits, loss of confidential or other information, losses due to business or operational interruption due to the device being found to be defective, malfunctioned or inappropriate 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 personal injury or death, or property damage.

7 Storage, Transportation, and Disposal

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

During extended periods of non-use, to prevent dust and dirt accumulation on the device, as well as exposure to moisture, it is recommended to store the device 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. 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

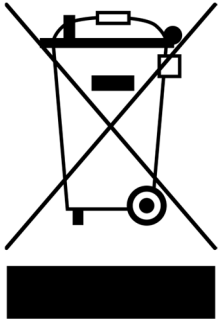
If these requirements are not met, ASBISC does not guarantee the preservation of the device's specified parameters due to potential loss of component functionality, accumulation of dust, moisture, or negative impact from other factors.

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 in assembled form, 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.

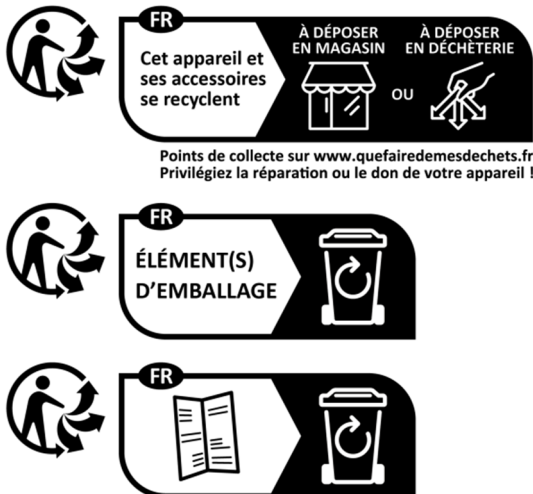
NOTE

During transportation and storage of the device is necessary to comply with the temperature and humidity conditions specified in the corresponding tables of technical specifications in this document.



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 municipal waste.

Do not dispose of the device, its batteries and accumulators, or its electrical and electronic accessories with unsorted municipal waste, as this will harm the environment. Parts of failed 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 environment from harmful substances contained in the devices.



The symbol is used in France and indicates that the product and packaging are recyclable. These wastes 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 your local recycling center. Addresses of recycling points in France are available on the website **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 E-mail: info@asbis.com asbis.com

Importer/Distributor Information

Great Britain, Ireland, Malta

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

Details of 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 Directive 2014/35/EU on Low Voltage TÜV NORD 2207604707E/L22/87020 dated 22.08.2022. Certificate of Conformity with Directive 2014/30/EU on Electromagnetic Compatibility 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 Equipment" 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	Letter of Approval for Household Appliances NRCS No.: 0000003189714/001 dated 19.05.2023.
AGH0003S–AGH0005S	
Certificates	Certificate of Conformity with Directive 2014/35/EU on Low Voltage TÜV NORD 2207604707E/L22/87020 dated 09.11.2023. Certificate of Conformity with Directive 2014/30/EU on Electromagnetic Compatibility 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 "the Restriction of the Use of Hazardous Substances in Electrical and Radio-Electronic Equipment " 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 Equipment" dated 16.09.2022.
Letters of approval	Letter of Approval for Household Appliances NRCS NO.: 000000200399/001 dated 20.02.2024.
AGH0011S–AGH0012S	
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 during heater connection and setup.

Table 5 – Common issues and solutions

Nº	Problem	Possible causes	Solution
1	The heater does not turn on	The outlet is de-energized or faulty	Check the mains voltage and ensure the outlet is functional
		The power cord or plug is damaged	Check the integrity of the plug and power cord
2	When the “SMART” mode is activated, the heater does not heat up	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	Network connection failure occurred	Restore the connection of the heater and smartphone to the 2.4 GHz Wi-Fi access point
4	The heater does not respond to pressing the power button, emits a sound signal when pressed	The “Child Lock” function is enabled	Disable the function via the mobile app or manually by pressing the power button 5 times within 4 seconds
5	The heater emits a sound signal, the power button flashes 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 when mounted on the ceiling	Follow the steps in Subsection 2.4

Nº	Problem	Possible causes	Solution
6	The heater's power button flashes red	Panel overheat protection or power surge protection has triggered	Press the power button 5 times within 4 seconds
		Malfunction of the panel temperature sensor or room temperature sensor	
7	The heater heats the room poorly	The room area is too large	Change the device installation location
		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 "SMART" heating mode
		The heating panel temperature is set too high	Reduce the heating panel temperature
9	Notifications about excessive voltage are received on the smartphone	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. Please do not disassemble or attempt to repair the device on your own.

10 Glossary

Class II	The device belongs to 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 the device to be used in areas with elevated humidity levels. Devices with IP44 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.).

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