

» CONNECTING TO THE SMART LIFE APP

① Download the app



Search for Smart Life in Apple's App Store, Google Play Store, and other major app stores or scan the QR code above to download the Smart Life app.

② Log in / Sign up

Log in with your Smart Life account or **Sign Up** if you don't have one, please read the user agreement and privacy policy thoroughly before agreeing to.

Enter your email address and tap **Get Verification Code** to proceed.

Enter the returned verification code to navigate to the password setting page. Set a password as required and tap Done.

Log In

Sign Up

Try as Guest

Register

United States of America

Email Address

Set Password

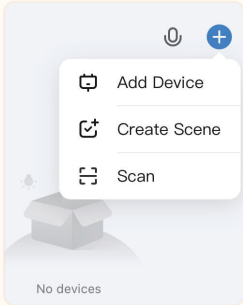
Password

Use 6-20 characters with a mix of letters and numbers

Done

Enter Verification Code

1



⑤ Add device

Tap the **+** button on the right upper corner and then tap **Add Device**. The App will searching for nearby devices automatically.

Add Device

Searching for nearby devices. Make sure your device has entered **pairing mode**.

Turn on Bluetooth

Add Device

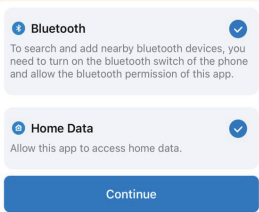
Searching for nearby devices. Make sure your device has entered **pairing mode**.

Discovering devices...

Add

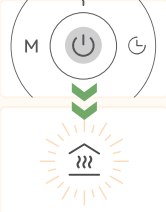
Please turn on Bluetooth

Please tap Add



③ Turn on bluetooth

The privacy security of your personal information is guaranteed when the following permissions are granted.



④ Device pairing

Long press the **⏻** button on the remote control (or on the screen of the heater) until the **🏠** icon flashes, the device will enter pairing mode.



⑥ Enter Wi-Fi password

The Wi-Fi password is the same as your home Wi-Fi password.

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» OPERATION ON THE APP

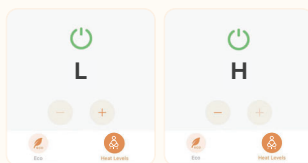
1: Power on/off

Tap the on / off button in the middle to switch the heater on or off.



2: Focused heat mode

Tap the + or - button to switch between three heat levels from L with the least warmth to H with the most warmth.



3: Space heat mode

Slide on the thermostat dashboard or tap the +/- buttons to set the temperature from 60 to 90 degrees Fahrenheit.



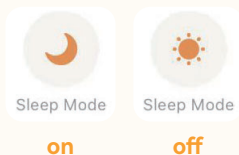
4: Set a timer

Tap the clock icon at the right bottom to set a timer from 1 to 12 hours.



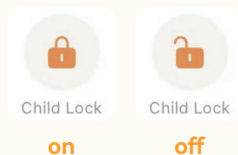
5: Sleep mode

Tap **Sleep Mode** on the bottom to dim the screen.



6: Child Lock

Tap **Child Lock** on the bottom to disable control of the heater via the screen or the remote. To unlock, tap **Child Lock** again.



» TWO HEATING MODE

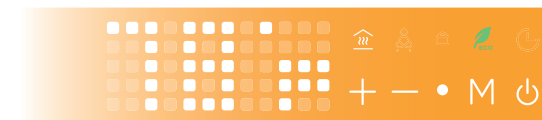
1: Focused heat mode

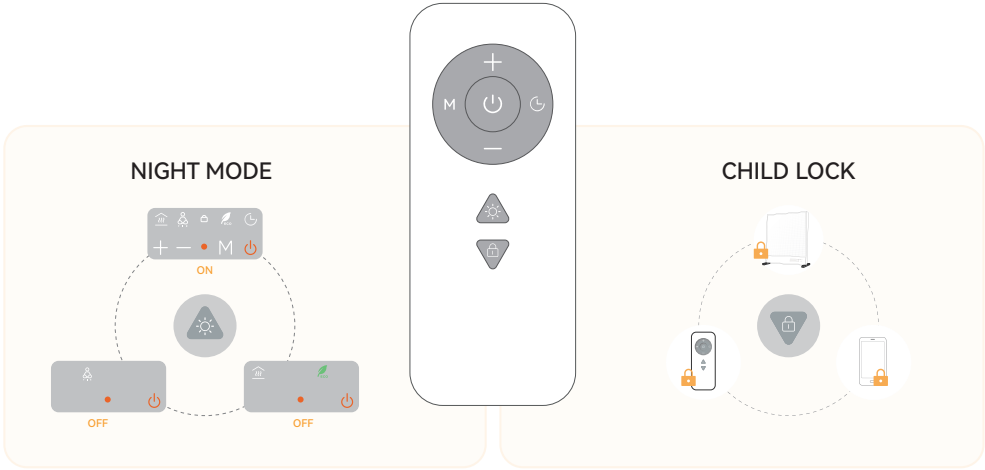
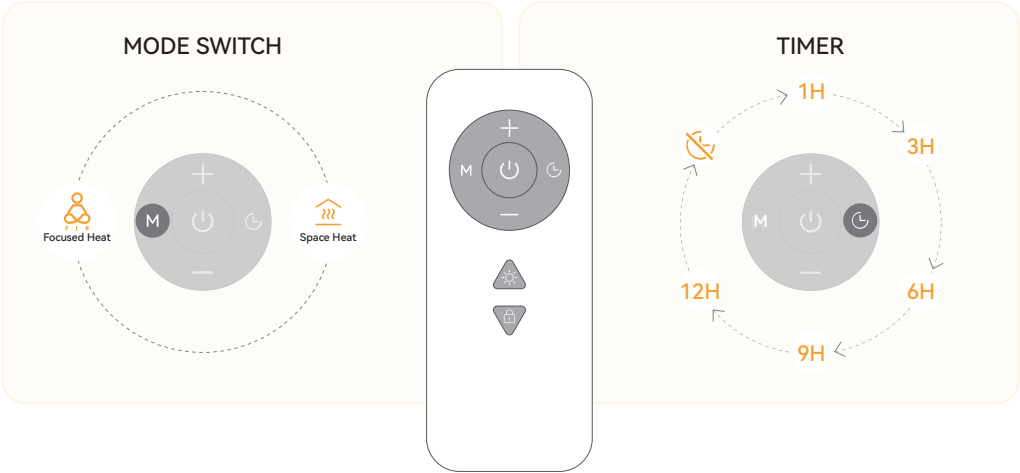
Efficient heat production, create a perfect heating space of 2 square meters, heat level adjustment. Whether you're working at your desk, reading in your favorite corner, or simply relaxing on the couch, our heater creates a cozy and comfortable environment.



2: Space heat mode

Variable frequency heat production, enjoy the benefits of a well-designed convectional airflow system, equipped with an environment temperature detection mechanism, our heater will intelligently adjust its performance to maintain your desired temperature.



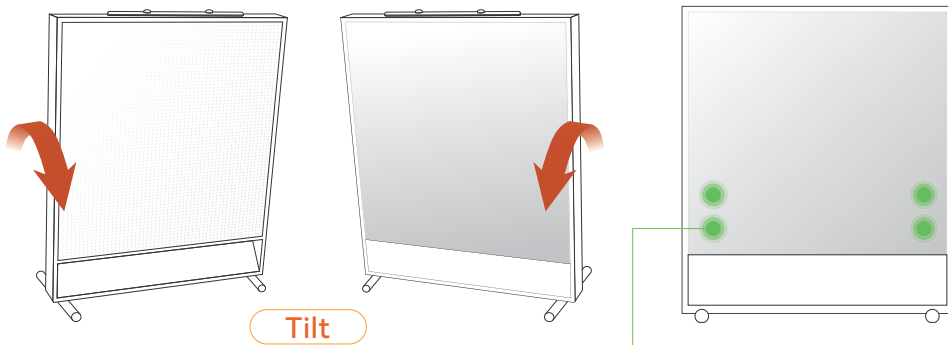


※Click press child lock button to lock/unlock the device.

» SAFETY FEATURE

Automatic Shut-Off with Tilt Protection

When the heater tilts or tips over, it automatically shuts off to ensure safety.



4 thermal overload protectors are built in to prevent overheating (2 electronic NTCs and 2 physical temperature sensors). They monitor temperature data per second to ensure your safety. When an overheat temperature is reached, the heater will be automatically shut off.

» CARE AND STORAGE

Cleaning

- ① Kindly take note that the front of the heater is composed of Aramid Fiber Mesh, while the back is made of Aramid cloth. If they become dirty, promptly clean them with a soft cloth, the use of detergent or alcohol is permitted. Dirt may become difficult to remove due to the absorption properties of both the paper and fabric.
- ② Do not use sharp cleaning tools to wipe the heater.
- ③ Clean the heater grill and back intakes with the vacuum brush attachment of your vacuum cleaner. This will remove lint and dirt from the inside of the heater.
- ④ After a period of storage, dedusting the heater with vacuum cleaner before use is recommended.



Storage

Store the heater in a cool, dry place.

⚠ WARNING: DO NOT IMMERSE HEATER IN WATER.

» TROUBLE SHOOTING TIPS

Why do the lights in my home flicker when using the electric heater?

Flickering lights could be related to your home's electrical wiring. Please contact our customer service team for more accurate assistance.

What can I do if the unit is found to be broken inside the package?

Please take a photo and contact our customer service immediately. They will provide guidance on the necessary steps to resolve the issue, such as arranging for a replacement or initiating a return for a refund.

Why is my heater not turning on?

- ① Ensure that the voltage and frequency is the same as required in the user manual.
- ② Check if the power button on the control panel is abnormal by turning it on/off via the remote control.
- ③ Check whether the LED light on the panel is on when plugged in.
- ④ Take a short video and contact us.

Why is my heater not warm enough?

- ① Switch the unit to H in body mode or higher temperature in Eco mode.
- ② Check if ambient temperature or room temperature is too low. Test the unit in a different room.

Why is my remote not working?

- ① Test by controlling the heater via the control panel.
- ② Replace the battery in the remote control.
- ③ Take a short video and contact us.

Why does my heater shut off randomly?

- ① Check if it is due to that the timer is on.
- ② When the set temperature is reached, the heater will stop working, and come back on when ambient temperature is lower than the set temperature.
- ③ When overheating occurs, the heater will stop heating and the overheat alarm will be triggered with malfunction code "E3", "E4" or "E5" on LED display. Please unplug it from the power source and power it on again after 10 minutes.

Why is the top so hot?

Due to the design of an air outlet at the upper end of the heater, hot air is discharged from this area. Therefore, it is important to ensure sufficient space above the heater for proper heat dissipation.

What can I do if my heater have a dusty smell?

When starting up the heater, it is normal to experience a temporary smell of burning dust. This odor is due to the heating element and vents initially heating up after being unused for some time. However, this smell should dissipate relatively quickly as the heater continues to operate. If the odor persists or becomes excessive, it is advisable to cease using the heater and contact our customer service for further assistance.

What can I do if my heater have a burning smell?

Turn off and unplug the heater immediately.

Assess if the smell is coming from the heater itself or another source.

Check for any visible signs of burning, such as smoke or scorch marks.

If there are signs of burning or the odor persists, do not use the heater and contact our customer service for assistance.

Prioritize safety, and refrain from attempting to repair the heater on your own. Contact our customer service for further guidance.

Why my heater always have a smell when operating?

- ① Dust accumulation: Clean the heater regularly to remove dust and debris from the surface and vents.
- ② Improper ventilation: Ensure the heater is placed in a well-ventilated area to allow proper airflow.
- ③ If the odor persists or becomes excessive, it is advisable to cease using the heater and contact our customer service for further assistance.

Always hear a strange noise inside the heater when turning it on?

The sound you hear is just the heater's heating elements kicking in, which is completely normal. But if the sound persists throughout use, please contact us.

There is a different code on the display?

Check the user manual: Look up the code or error message to understand its meaning and recommended steps for resolution. Take a photo and contact us.

E1: The heater is experiencing an open circuit.

Solution - Try unplugging and plugging in the heater again.

E2: The heater is experiencing a short circuit.

Solution - Try unplugging and plugging in the heater again.

E3: Overheating protection activated due to high ambient temperature.

Solution - Disconnect the circuit and wait for 10 minutes before restarting the heater.

E4: The heater may have a loose connection or the ambient temperature is too high.

Solution - Unplug the heater, wait 10 minutes, then restart. If the control panel is still hot or the error code remains, contact us for help.

E5: Overheating protection activated for the heating components.

Solution - Disconnect the circuit and wait for 10 minutes before restarting the heater. If the error codes still persist, contact us for further assistance.

WARRANTY POLICY

Official website product is covered with SUNKOS product and labor warranty for 12 months from the date of its original purchase. Meanwhile if you register your product, you can receive an extended warranty. Click here to register: www.sunkos.tech/pages/warranty. If any problems occur, please contact the SUNKOS Customer Care Center via email support@sunkos.tech.

Our compliant purchase channels are Amazon, Walmart and the brand's official website. Therefore, products from non-compliant channels are not covered by this warranty policy, and we recommend customers to purchase products from regular channels.

WHAT THIS WARRANTY COVERS: This product is warranted against defects in workmanship and/or materials.

HOW LONG THIS WARRANTY LASTS: This warranty extends only to the original purchaser of the product and lasts for one (1) years from the date of original purchase or until the original purchaser of the product sells or transfers the product, whichever first occurs.

WHAT SUNKOS WILL DO: At its sole option, repair or replace any part or parts that prove to be defective or replace the whole product. For all warranty claims, the product must be returned to SUNKOS Products, LLC at customer expense with proof of purchase within the warranty period.

Contact the SUNKOS customer service department to obtain a Return Authorization. DO NOT return products without an Return Authorization or the warranty claim will not be processed.

What does the warranty not cover?

This warranty does not cover:

Improper use or installation

Cosmetic damage

Damage due to acts of nature.

For example: lightning strikes, tornadoes and similar

Accidents

Misuse

Negligence

Commercial use

Modifications to any part of the product

Connection to an incorrect voltage supply

Attempted repair by anyone other than an authorized facility

The use of the product for commercial or nonresidential service.

» FCC WARNING

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference,
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum distance between 20cm the radiator your body: Use only the supplied antenna.

» LIMITATION OF LIABILITY

In no event shall Sunkos' liability under any express or implied warranty include

- (I) Incidental or consequential damages from any cause whatsoever,
- (II) Replacement or repair of any house fuses, circuit breakers or receptacles.

In no event shall SUNKOS' liability under any express or implied warranty exceed the purchase price of the product.

» PROMPT DISPOSITION

Sunkos will make a good faith effort to solve your problems. For any product believed to be defective within limited warranty, first write to SUNKOS.



SUPPORT

If you have any questions, we are here to help. We strive to provide top-notch customer service and support. Rest assured that when you contact us, you will receive professional and reliable assistance. We are committed to your satisfaction and are confident in our ability to address any concerns or questions you may have.

✉ support@sunkos.tech 🌐 www.sunkos.tech ☎ (978) 770-7737

Our helpline hours: 8:00am to 5:00pm EST Monday to Sunday