

# Select XLS range

## Smart infrared panel heaters

### Instructions, operating, mounting and installation guide



#### Models

Select XLS white		Select XLS towel heater	Select XLS mirror	Select XLS Glass
XLS300W	XLS275W-EU	XLS500T	XLS350M	XLS800G
XLS400W	XLS350W-EU	XLS700T	XLS500M	
XLS600W	XLS500W-EU		XLS700M	
XLS800W	XLS750W-EU			
XLS1100W	XLS1000W-EU			



The product complies with European Safety Standards Low Voltage Directive 2014/35/EC, EMC Directive 2014/30/EC, RoHS 2011/65/EC & Ecodesign requirements for local space heaters 2009/125/EC.  
Original instructions covering Select XLS models produced from 06/2019 onwards



## IMPORTANT SAFETY PRECAUTIONS

Failure to observe these instructions will invalidate the warranty.  
Do not disassemble. No user-serviceable parts inside.



### WARNING

#### TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK OR INJURY

This appliance must be disconnected from its power source during installation or service activities and when replacing.

The Select XLS is equipped with SMART-R (located on the rear of the panel), which must be paired to a Herschel XLS controller (sold separately) to control the room temperature. If you do not use a Herschel XLS controller or similar room temperature controller, **DO NOT** use for room heating when rooms are occupied by people incapable of leaving the room on their own, unless constant supervision is provided. Herschel is not responsible for any breach of EcoDesign (Lot 20) or Safety legislation where the heaters are used in an enclosed space without use of a Herschel XLS or similar controller.

The Select XLS has internal safety thermal cut out sensors. However, in order to avoid overheating and potential fire hazard, **DO NOT** cover the heater under any circumstances. **DO NOT** locate the heater within 0.3m of any flammable materials (eg. Furniture, curtains).

**DO NOT** touch the heater when in use. Herschel panel heaters have a surface temperature of around 95°C / 248°F (depending upon input voltage) and prolonged contact with the heater will cause burns and injury.

**DO NOT** operate the heater if the cord or plug is damaged or after the heater malfunctions, or if it has been dropped or damaged in any manner. Check each heater for damage before installation. Make sure that the heater itself, the plug (if applicable) and the cable are free of any visible signs of damage. If the cord is damaged the appliance must be sent for repair to an authorised Herschel Dealer.

This heater must only be used for the heating of people or buildings. The heater is not to be used by children or persons with reduced physical, sensory or mental capabilities, or lack of experience or knowledge.

Children should be kept away and should not be left unsupervised around the unit. **DO NOT** use outdoors.

All operators should only switch on/off the appliance provided that it has been placed or installed in its intended operating position in accordance with these instructions. Children must not plug in, switch on or regulate the appliance or perform user maintenance including cleaning.

Herschel panels are designed for use with an AC voltage between 220-240 volts, 50 Hz AC. If your supply voltage exceeds 240 Volts do not use the heater and refer to your local dealer. Failure to adhere to this will void the warranty.

The heater must be mounted on a non-flammable surface.

### WATER INGRESS PROTECTION IP44

Herschel Select XLS heater panels are rated to a standard (minimum IP44) enabling them to be located within zone 2 in a bathroom. This means they can be placed above a sink or outside any splash zones, or they can be installed on the ceiling. They cannot be installed in zones 0 or 1.

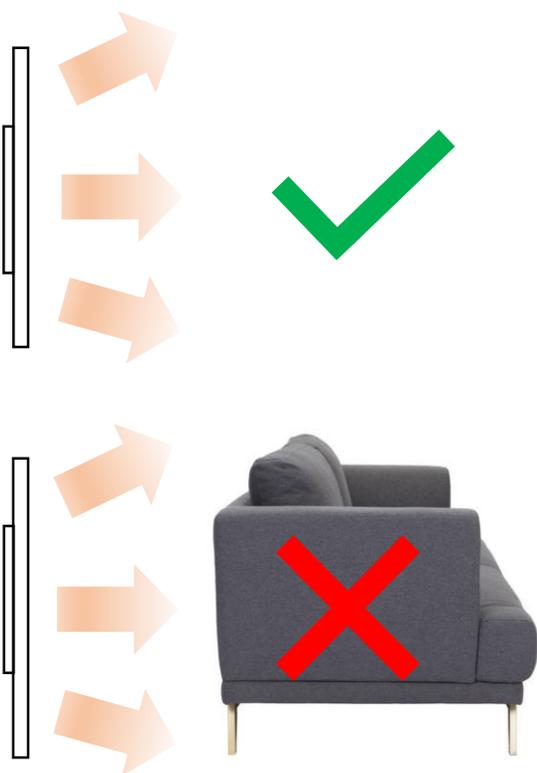
However, installation in potentially wet or humid rooms such as bathrooms must be carried out by a suitably qualified installer and comply with local electrical safety requirements. Installation must be such that the heater must not be able to become detached from the fittings and fall into a bathtub, shower, swimming pool or other water container and that switches and other controls cannot be touched by a person in the bath or shower.

**If in doubt, do not install.** Herschel Infrared Ltd shall not be liable for any loss, damage or injury caused or resulting from inadequate fitting or incorrect placement of heaters close to water sources.

Thankyou for purchasing a Herschel Select XLS infrared heater. Incorporating the very latest in control with Herschel's SMART-R system, EASYFIX mounting and slimline frameless design, you will enjoy many years of low energy, smart and comfortable heating.

We've tried to make installing and using your heater as easy as possible. Please read these instructions fully and retain for future reference. If you have any questions our website also has many FAQs or you can call, message or online chat with us, we are always happy to help ensure that you get the most from your new Herschel heating system.

## Positioning



This is an infrared panel heater. It heats by transferring energy directly from the heater into the room and its contents. Place the heater where it will not be immediately obstructed by objects like furniture or where it cannot effectively radiate out, such as at the edge or in the corners of a room. Large objects placed in front of the heater will heat up and can prevent effective heat dispersion into the room. If you can, avoid placing the heater opposite windows, open doorways or behind furniture.

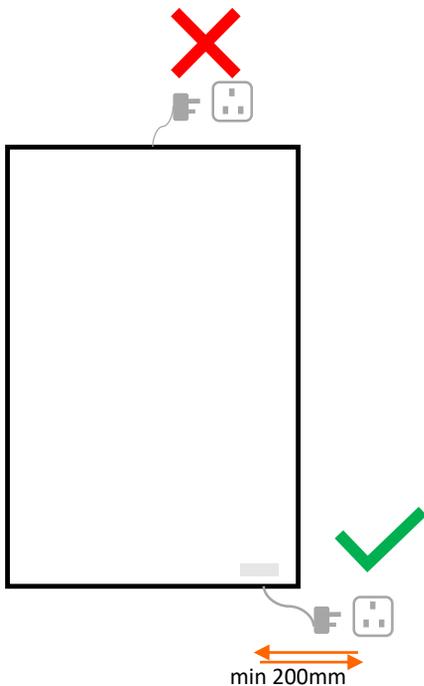
Depending upon the size of the heater, You are likely to be able to feel the gentle warmth from the heater up to around 3m away but it will continue to radiate heat out beyond this. When choosing a mounting position consider whether you wish to directly feel the heat (e.g. above a sofa) or not. The closer you are to the heater, the greater the intensity of the heat you will feel. This is usually down to personal preference.

The infrared heat will disperse in the same way as light from an LED panel light. If you are installing multiple panels in one room try to imagine each panel being a light and consider how light would "illuminate" the room – your heaters will heat the room in a similar way.

Select XLS White Panels can be mounted on ceilings, walls or portable.  
Select XLS Towel rails and mirrors are wall mount only.

## Plug and Play Options – simple wall mounting & portable (white panels only)

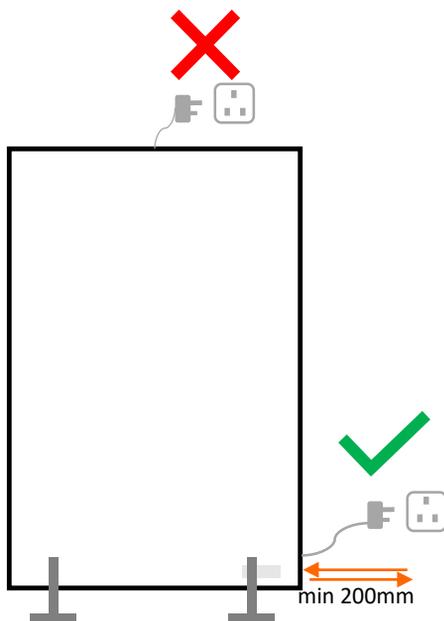
The Select XLS White panels come with a factory fitted plug. They can be easily wall mounted close to an electrical socket or can be freestanding. Both methods require the use of either the XLS controls (either the plug in control **T-PL** or battery control **T-BT**). See controls section.



### Wall mounting (DIY installation)

Mount on the wall using the EASYFIX mounting bracket and simply **plug in the heater** (only applies to white panels supplied with a fitted plug).

This is relatively straightforward for a competent DIY person. The panel will need to be mounted close to an electrical socket but **MUST NOT** be mounted immediately below a socket and no closer than 200mm away from the socket. The SMART-R box on the rear of the panel should be located at the bottom of the panel. The panel can be mounted in either landscape or portrait position (see detailed installation instructions). Be careful when drilling holes for the EASYFIX mounting bracket to be clear of electric cables within the walls. If in doubt do not install and refer to a qualified electrician.



### Freestanding / portable use

The Select XLS White panels can be used freestanding or as portable heaters e.g. for temporary or seasonal heating. For portable use we strongly recommend the use of Herschel Feet. These are specially designed to reduce the risk of the heater falling over and to prevent the bottom of the heater having direct contact with floor surfaces. Feet are an accessory and are not supplied with the heater. Contact your dealer or the Herschel Website for details.

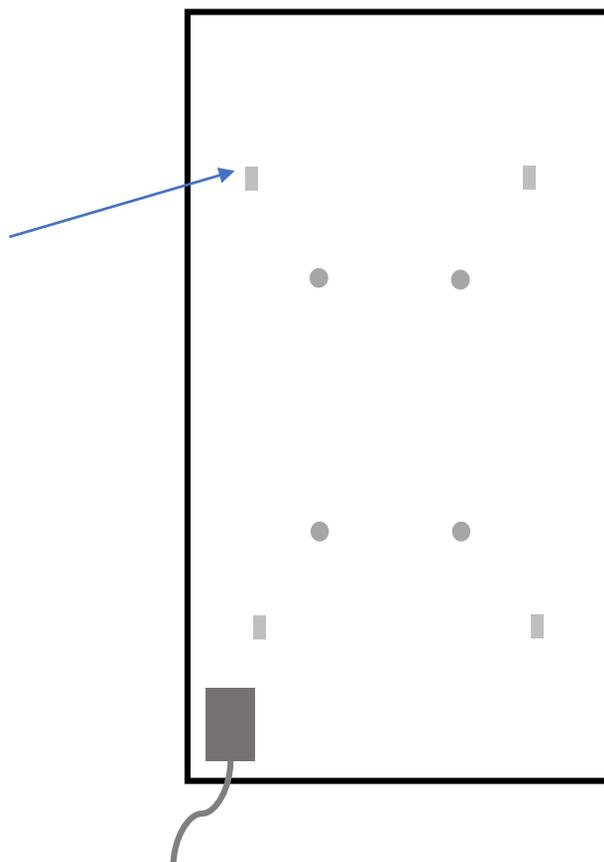
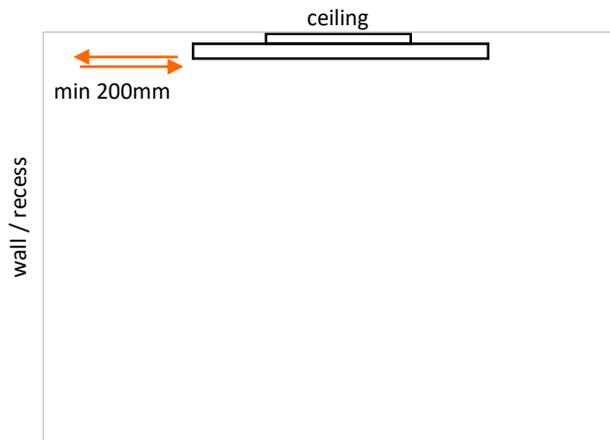
Select XLS Mirrors and Towel Heaters are not suitable for portable use. They are supplied without plugs and must be wall mounted and installed by an appropriately qualified electrician.

Ceiling mounting – white panels only. Professional installation required

Mounting the panel on the ceiling will generally give the best heat dispersion in the room and keeps wall spaces free. Ceiling mounting is only possible with white (non-glass) panels. Ceiling mounting will require removal of the plug and professional installation and should be carried out by a qualified electrician. Larger panels 800w and upwards may require two people to install safely.

The Herschel Select XLS White series can be mounted on the surface of ceilings using the supplied EASYFIX mount. If recessing heaters into a plaster ceiling, maintain 200mm clearance around all sides of the heater and maintain at least 800mm between adjacent heaters. Objects in front of the panel must be at least 400mm away and 200 mm away from the sides. The distance from the sides of the heater must always be observed. Failure to do so will cause excess heat to build up behind the heater and will void the warranty.

Select XLS White panels are also equipped with wire mounting points on the rear of the heater. These mounting points can be used instead of the EASYFIX bracket where suspended ceiling mounting is required (e.g. in rooms with high / vaulted ceilings). Each mounting wire must be capable of supporting the weight of the panel individually. Suitable mounting wire kits are an accessory and are not supplied with the heater. Contact your Herschel dealer for details.



## Fixed wiring into mains. Professional installation required

The panel may be mounted using the EASYFIX mounting bracket and “**hard wired**” to the electrical supply. For the white panel range this will require removal of the plug and connection to a suitable connection box positioned adjacent to the heater. This method of installation must only be carried out by a competent electrician. The SMART-R box on the rear of the panel should be located at the bottom of the panel. The panel can be mounted in either landscape or portrait position (see detailed installation instructions).

### **WARNING**

Wiring to this appliance must be connected in accordance with the relevant national electrical safety standards. It is a Class 1 appliance and must be earthed.

When placed in public areas, installation must comply with relevant local electrical standards. For certain public buildings like schools and care homes the heaters must be installed according to the specific legislation for these types of buildings.

The electrical supply to each heater should be provided by connecting to a circuit protected by a fuse or residual current device (RCD) or Ground Fault circuit interrupter (GFCI ) suitable for the electrical rating of the appliance.

Colour coding used in the supplied mains cable: BROWN wire is to be connected to LIVE (‘L’), the BLUE wire to NEUTRAL (‘N’) and the GREEN/YELLOW wire to EARTH (‘E’).

### **CAUTION**

Ensure mains power is OFF before commencing an installation involving fixed wiring. Any fixed wiring outside the heater coming into contact or close proximity to the heater must be protected by sleeving with a temperature rating of at least 90°C.

All cabling behind the appliance must take the shortest route to the edge of the heater.

Ensure that the power cable is not coiled. Shorten the power cable if possible and do not place excess cable on the rear of the heater.

Electrical connections must not be made behind the heater regardless of wall or ceiling-mounting position.

The heater is not to be located immediately below a socket outlet in either wall or ceiling-mounted positions.

**DO NOT** drill through the heater as this will cause irreparable damage and is also dangerous.

**DO NOT** connect a heater that is damaged in any manner to the power network.

**For mounting the Herschel panel use the supplied mounting hardware only and install in accordance with the installation guide.**

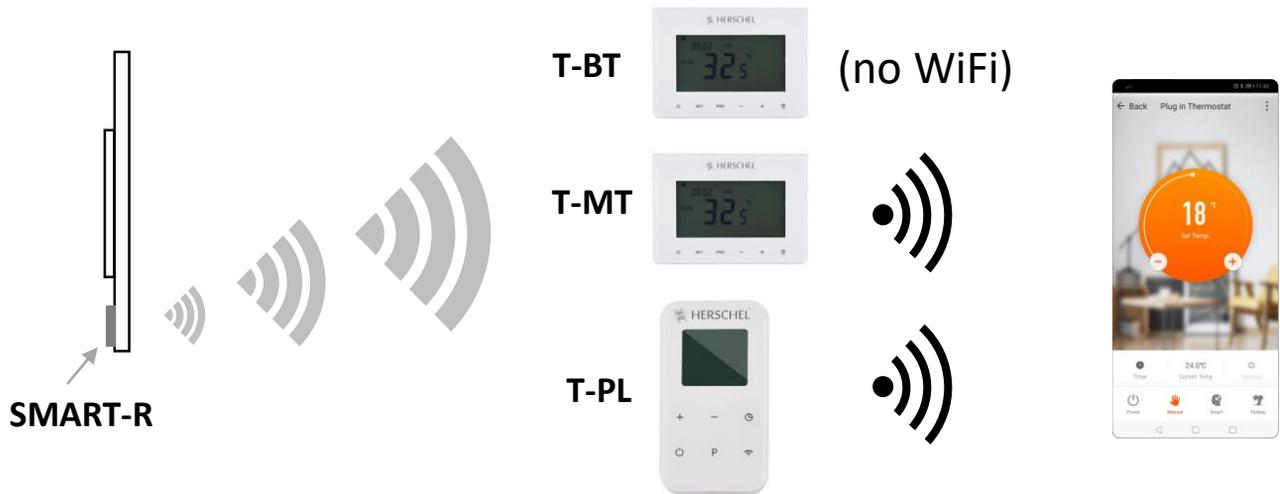
### Operation – using with XLS controls

All Herschel Select XLS panels are equipped with a SMART-R XLS receiver on the rear of the rear panel. SMART-R will pair wirelessly (via RF) with XLS thermostatic controllers. The **T-BT** is a battery operated thermostat. Wi-Fi and APP control is not possible with **T-BT**.

For WiFi and APP control the **T-PL** is a simple to use thermostat control which plugs into a mains socket. These are perfect for retrofits and portable heating solutions.

For new build and renovations chose the hard wired **T-MT** mains powered thermostat which is WiFi enabled.

All control options can be paired with the SMART-R. The controller then sends commands to turn the heater on or off according to the room temperature and program.



### Pairing SMART-R to an XLS controller

The heater is equipped with our built-in SMART-R XLS receiver (located on the rear of the panel).

There is a power ON/OFF switch on the receiver and there are indicators to show if the panel is paired to a controller and if the heating is ON or OFF.

The heater needs to be paired to a Herschel XLS controller (supplied separately). Once paired it will receive ON/OFF commands from the controller.

**IMPORTANT:** The panel itself does not have an in-built temperature sensor. Efficient use of the heater is only possible by pairing it with an XLS controller. The SMART-R XLS receiver will not pair with a non-Herschel XLS controller. SMART-R WILL NOT pair with a Herschel iQ series control (T1 or Hub).

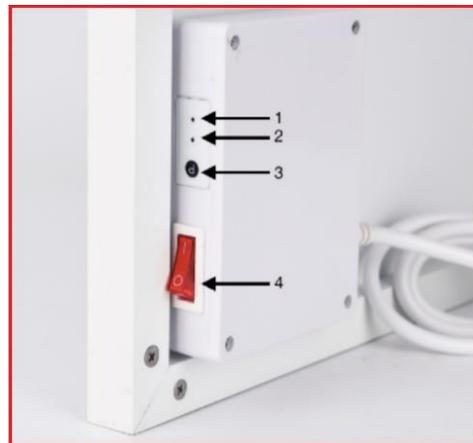
The Herschel XLS controllers can be paired with and control one or many heater panels. The temperature of the room will be measured by the XLS controller. It is normal to use one controller per room but if it is a large room (such as open plan area) you may want to consider more than one thermostat controller. If there are multiple heating panels per room, pair each panel to the relevant room controller.

### Pairing SMART-R to an XLS controller

SMART-R functions on the back of the panel are

- 1 Pairing status LED (green)
- 2 Heating status LED (red)
- 3 “Pairing” button
- 4 Power switch

We recommend that you plug in the unit and pair the SMART-R to your XLS controller *before* mounting the panel.



#### Step 1

Plug your heater into an electrical socket. Switch the power switch (4) “On”. Press the “Pairing” button (3) on SMART-R twice. The pairing status LED (1) will start to flash.

#### Step 2

Refer to the pairing guides on your chosen XLS controller for pairing steps on these devices. Pairing status LED (1) will stop flashing on the panel receiver unit when pairing is complete and will show a steady green light.

NOTE: The Power Switch (4) will need to be in the ON position to receive commands from the controller and should be left in the ON position, even when not in use. The panel will not operate if the power switch is OFF. In the event of a panel failing to heat when required, first check that the Power Switch (4) is in the ON position. The heater is intended to be turned on or off by the Herschel XLS controller with the Power Switch (4) being an override only).

### Controller Bypass

The Select XLS panel can be configured to by-pass the receiver in cases where an alternative control system is intended to be used (e.g. building management system). In this configuration the panel is connected directly to the mains electricity supply and controlled (switched on or off) by the alternative control system. Any alternative control system will need to meet the requirements of LOT 20 in order to ensure compliance (please refer to your dealer). Use this bypass function if wiring the panel to an alternative (non XLS) controller.

**DO NOT** operate the Select XLS panel in the bypass state without the use of any external controller. This will waste energy and is contrary to EcoDesign (Lot 20) and Safety legislation.

To bypass the receiver, with the Power Switch (4) turned “ON”, long press the “Pairing” button (3) until the pairing status LED (1) turns off and the Heating status LED (2) remains on (red). Follow manufacturer instructions to configure your alternative control system.

### Failsafe

If the SMART-R receiver fails to receive a signal from the controller for 60 minutes it will turn off the heater until a signal is received again. Always ensure your controller and XLS panels are within range of each other.

## Cleaning and maintenance



### General

Please note it is possible the heater may discolour with use – this is caused by airborne pollution and is not a fault.

The heater is designed to last many years and incorporates several safety features, but if the heater has not been used or installed in adherence to these instructions, emits any noise, smell, or shows rapid discolouration of the surface, discontinue using the heater and refer to Herschel Customer Service or your local Herschel dealer.

The Herschel panel must be installed, uninstalled, cleaned or transported only when cold.



### Painting

The Select XLS White panels can be painted to match décor using a suitable heat resistant paint. However, Herschel will not be responsible if the paint deteriorates or discolours. Any rights to return the heater for a refund within statutory periods will be voided where the heater has been painted. Painting the panel will not affect your warranty for repair or replacement.



### Cleaning

Before attempting to clean the panel, unplug the heater, isolate the unit from the electrical supply and allow it to completely cool down.

DO NOT immerse the Herschel panel heater in water or splash water onto it.

Clean the heater with a damp cloth. For glass models glass cleaner can be used. Never use a wet cloth. When clean, dry the surfaces with a dry cloth.

DO NOT apply abrasive materials, solvents or solvent wipes to the surface as this can cause irreparable damage. Wait until the unit is completely dry before use.



### Repair

DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit, doing so will void your warranty. Repairs must only be carried out by Herschel or an authorised Herschel service partner.



### Disposal

The heater is an electrical product and must not be disposed of in household waste. A high percentage of the heater can be recycled. Please treat as electrical waste and recycle in accordance with local regulations.



## Getting the most from your Herschel heater – top tips



### Save energy

Most people are comfortable in living areas at around 19c with infrared but it varies person to person. Take time to experiment and get used to your system and the temperatures you are happy with. The lower you set your thermostat, the less electricity you will use.

Only heat the rooms that you use. Spare rooms can be heated to much lower temperatures and boosted when people will be occupying them.

Living areas such as living room and kitchen should be heated differently to bedrooms and bathrooms. Living areas are suited to a more constant heating schedule. Bedrooms are usually better to be heated quickly and let to cool down again during the day. Set your controllers to fit with your lifestyle and make the most of the 7 day program function – you might have different heating requirements and times on weekdays to weekends.



### Don't over heat your room and take time to let the system work

Infrared is different to conventional heating. Because all of the energy from the heater is absorbed by the room and the objects in it (we call it the “thermal mass”), it takes time for the thermal mass to warm up. It's only once the room itself is warm that you will feel warm. The great thing is that this heat is retained longer and only needs topping up to account for the heat loss escaping from the room. In the longer term you will use less energy than convection heating. At the start of the heating season or when your room has cooled a lot the heater may be running for longer periods and could take several days to warm up. Don't make the mistake of increasing the temperature on the controller more than you want it to be – it won't heat the room any quicker but will waste energy by overheating the room.



### Don't underspecify your heater requirements

Herschel is lower energy heating but it's not magic and if you try to heat a room with an undersized heater you'll just end up cold and wasting energy and money. Ensure you have the correct sized heater(s) for the room and if in any doubt consult the website, your local dealer or contact us.



### Go Carbon Zero

If you've not already done so, switch your energy supplier to a 100% renewable tariff. It's probably the easiest and quickest thing you can do to reduce your Co2 emissions.



### And lastly.. tell your friends

You'll soon be wondering what life was like in the bad old days before you got your Herschel heaters. Don't keep it to yourself! Share your photos and spread the word on social media to help others to move off their fossil fuel based and inefficient heating systems!

## 5 Year Warranty



Register your product here <https://www.herschel-infrared.com/customer-service/warranty-registration/> or via the QR code.

Within five years from date of purchase Herschel will repair or replace the heater where the fault is due to defects in materials or workmanship. This warranty is for standard domestic use only and excludes commercial uses. In the event of a warranty claim please visit the Customer Service area of the Herschel Website and follow the Warranty Claim process. You will need proof of purchase and photographs of the heater.

A prerequisite for validity of the warranty is use at the specified supply voltage of the heater and use in accordance with the conditions specified in this manual. Any further warranty or claims are excluded.

The warranty covers the repair or replacement of the defective product only and Herschel shall have no liability for installation costs or consequential losses however incurred. The decision to repair or replace will rest solely with Herschel and any replacement will be as close as possible in specification to the failed heater.

Removing the serial number will void the warranty. The warranty will also be void if the heater has been tampered with or opened in any way.

The product power label must be left on the panels where they can be accessed after installation if necessary.

Herschel Infrared Ltd will assume no responsibility for scratches on surface or frames after first use.

## Disclaimer

Herschel Infrared Ltd cannot accept responsibility for damage, loss or injury caused by ingress of water or moisture, accidental damage, mishandling, external impact, adjustment by unauthorised personnel or failure to follow the correct maintenance and safety precautions as stated in the manual. Refer to Herschel Infrared Ltd's warranty policy for full details. See <https://www.herschel-infrared.com>.

Note your serial number for future reference

### Herschel Easy-fix mounting system

#### Preparation

The centre of the mounting bracket will be the centre point of the panel when mounted (note, the mounting fixings on the rear of the panel are offset, so measure from the centre of the panel to the edge of the panel to determine the mounting position). For vertical (portrait) mounting position "A" will be the top of the mounting bracket. For horizontal (landscape) mounting position "B" will be the top of the mounting bracket.

#### Step 1

Use a spirit level to ensure the bracket is level and mark the position for drilling in each of the small holes in the four corners of the mounting bracket (figures 1 & 2).

#### Step 2

Drill holes using a 8mm drill. Insert the supplied rawlplugs (see figure 3). If mounting on to a cavity wall or ceiling you will need appropriate fixings (not supplied).

#### Step 3

Screw the mounting bracket to the wall using the supplied screws (figure 4).

#### Step 4

Fit the panel to the wall by locating all four mounting fixings on the rear of the panel into the wide openings on the mounting bracket. Once in position the panel should be moved to the right and then down and to the right again to its secure position (portrait mounting) or down, then left and then down again (landscape mounting) (fig 5 & 6).

#### Step 5 (Mirrors & Glass panels only)

Unscrew the four distance pieces (in each corner) on the rear of the heater panel so that the panel is held tightly in its mounting on the wall or ceiling and cannot be moved. If mounting to a ceiling it is extremely important that the panel is locked in this secure position. Ensure the power lead is free from any obstruction from the panel.

#### Removal

Herschel Easy-fix is designed to be secure to avoid accidental dismantling or tampering with the panel. To dismantle the panel, screw the four distance pieces back in and move the panel to the left, then up and over to the left again (portrait mounting) or up, then to the right and then up again (landscape mounting).

**NOTE:** If mounting larger panels (600w upwards) to a ceiling, use suitably rated fixing screws/mechanism for the weight of the panel. Use the additional 2 fixing holes on the Easy-Fix mounting plate and fix to a joist wherever possible. 2 people may be needed to mount the larger panels.

#### Assembly Kit

Please check the enclosed assembly kit consists of:  
1 x mounting bracket,  
4x screws,  
4x rawlplugs

#### IMPORTANT

Glass and mirror panels are not designed for ceiling mounting and there is a risk of overheating and glass shattering or shortening of the panel lifespan. Do not ceiling mount glass or mirror panels.



Fig 1.



Fig 2.



Fig 3.



Fig 4.



Fig 5.



Fig 6.

## Compliance with Ecodesign directive 2009/125/EC

All Herschel Select XLS heaters when used with Herschel XLS controllers demonstrate best-in-class performance by exceeding EcoDesign (Lot 20) requirements.

Herschel is not responsible for any breach of the legislation where the Select XLS is used without the appropriate Herschel XLS controller.

If used as a portable heater using Feet, the Select XLS White heater is only suitable for well insulated spaces or occasional use close to the user. (Select XLS Mirrors and Towel heaters must not be used as portable heaters).

### ECODESIGN Information for Select XLS when used with XLS Controllers

#### When installed as fixed Electric Space Heaters

Applies to ALL models covered by these instructions.

Seasonal space heating energy efficiency pre Lot 20	= 30%
Target efficiency target post Lot 20	= 38%
Actual efficiency post Lot 20	= 40%

All Herschel Select XLS Panels are “best in class” if used with Herschel XLS Controls.

#### Technical Details

Nominal heat output ( $P_{nom}$ )	= Rated Wattage of heater (see product label)
Maximum continuous heat output ( $P_{max,c}$ )	= Rated Wattage of heater (see product label)

#### Type of control and efficiency gain

Electronic room temperature control plus week timer	= 7%
Open Window Detection	= 1%
Adaptive Start	= 1%
Distance Control	= 1%

#### When installed as a portable heater using Herschel Feet

Applies to Select XLS White panels only.

Seasonal space heating energy efficiency pre Lot 20	= 30%
Target efficiency target post Lot 20	= 36%
Actual efficiency target post Lot 20	= 37%

Herschel Select XLS White Panels are compliant if used with a plugin electronic room temperature control such as Herschel T-PL.

#### Technical Details

Nominal heat output ( $P_{nom}$ )	= Rated Wattage of heater (see product label)
Maximum continuous heat output ( $P_{max,c}$ )	= Rated Wattage of heater (see product label)

#### Type of control and efficiency gain

Electronic room temperature control	= 7%
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When used as a portable heater, the Select XLS White is only suitable for well insulated spaces or occasional use.