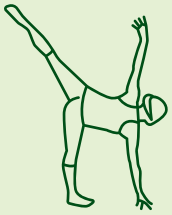
Heating Green Infrared Yoga Operation Guide





We have created an operation guide to answer important questions about running your HG system for your yoga studio!
We know your time is valuable- and we want to give you all the tools needed to get your students the infrared heat they know and love.

Please visit our Installation Guide for help with installing!

Included in this packet, you will find:

- A Start-up Guide to get your infrared heating system up and running
- Best Practice Guide for Infrared Hot Yoga to learn more about how your system works
- Troubleshooting Guide if you experience problems with your heaters
- Steps for getting a warranty replacement

Questions about Operation?
Contact Heating Green Support!

Live Support M-F 8:30 am - 4:00 pm PST

360-715-4328 x103
Heating Green Support Center
support@heatinggreen.com

YOGA START-UP GUIDE

FOR YOUR HG INFRARED HEATING SYSTEM

1 System Installation

Visit the Heating Green Installation Guide and confirm voltage on-site!

Your electrician can access all our wiring diagrams HERE.
Refer to your invoice for product names & model numbers.

2 Set-Up Thermostat

Read through our Ecobee FAQ.
Increase max. temperature range & disable Smart Home Recovery.
Review the scheduling tutorial.

Instructions:
1. Main Menu
2. Settings
3. Preferences
4. Max. temperature, increase & save
5. Smart Home Recovery, disable & save.

3 Test Run & Warm-Up Time

Some studios may experience longer or shorter warm up times, HG recommends starting with 1.5 hours to reach 90-100° F.
This time depends on insulation, studio features, supplemental heating, number of heaters, and climate. Every studio's features and warm-up times are unique!

4 Hot Yoga Ready

Schedule the Ecobee for your studio's unique warm-up time before class, and don't forget to keep your infrared on during class too!
You students will be coming back for the heat that can't be beat!

5 Resources

Best Practices, Troubleshooting Guide & Ohm tests steps in this guide to learn more about your infrared heating system!

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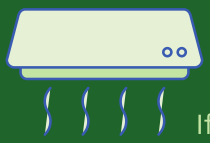
Infrared Yoga Best Practices

Use these tips to get the most out of your HG infrared heating system & keep your students coming back for the heat that can't be beat!

Ambient Temperature

The thermostat measures the ambient or air temperature of the studio. The heaters turn on to warm the mass of the studio, heating the yogis, then cycle on & off to maintain the desired temperature.
It is best to run the heaters while class is in session to feel the full effects of infrared!

Supplemental Heat



Does your studio use HVAC or forced air to aid in the warm-up time before class? Set the HVAC to the highest temperature possible. Make sure the HVAC is at least a few degrees below the temperature of the infrared heaters.
If the HVAC & infrared are set at the same temperature, the infrared thermostat will register the "desired" ambient temperature coming from the forced air, and will not turn on the infrared heaters.

Away/Idle Temperature

The temperature set in between classes and at night can aid in reducing the warm-up times for classes!

The higher the "away" temperature the faster the warm-up time for your studio!

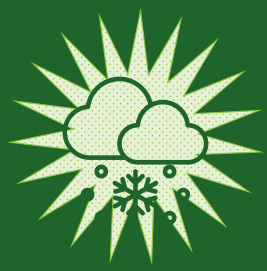
Insulation, Aesthetics & Unique Features

The insulative factors of the studio you are heating are equally important to the output of the heaters!
Insulation should be at or above code, and ceiling insulation is the most effective for heat retention.

Features like concrete floors, brick walls, large/single-pane windows, can contribute to longer warm-up times.

Local Climate & Seasonal Conditions

When the studio is starting at a lower temperature, it can take longer to reach 90 -100° F for hot yoga.
In the winter, it is normal to experience longer warm-up times, and in the summer warm-up times should be shorter.
Program your thermostat according to season to set it and forget it!



Please visit our Heating Green Blog Posts for more in-depth information about these topics:
Top 5 Reasons For Heat Loss in Yoga Studios, And How to Avoid This
3 Common Myths of Heating Green's Infrared Systems

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Troubleshooting Guide

1. Check the surface temperature of all heaters

Type of Infrared Heater	Surface Temperature
1,500 Watt Cove Heater	Wall Mounted : ~ 300° F - 350° F Ceiling Mounted: ~ 350°F - 400°F
1,250 Watt In-Ceiling Heater	Measures: ~ 400°F - 425°F
SolaRay Heater	Measures: ~ 200°F - 250° F
Versa & ILO Heaters	Measures: ~ 200°F - 250 ° F

Using an Infrared thermometer, measure the surface temperature of all heaters

Please note: Due to fluctuating voltage, temperatures will vary.
Room temperature, or significantly lower temperature readings should follow steps below

2. Multiple heaters reading room temperature?

Check each relay connected to your infrared system! If the red light is illuminated on your relay(s) when heating, then they are functioning properly!

3. Only one heater reading room temperature? All relays functioning?

Test the continuity of each heater by following HG's steps for taking an Ohm test for a warranty replacement

4. Heaters still not working?

Have your electrician confirm:

- The transformer is working! The transformer should be outputting 24 volts and powers all relays and the thermostat.
- Connections are secure between power and heaters in the junction box.
- Voltage service in studio matches the voltage of the heaters (usually 208, 240, or 277)

5. All my panels are working but not reaching my desired temperature!

Please review the environmental aspects of your space! Environmental factors often contribute to heat loss despite sufficient heat output.

- Insulation
- Square footage of your space
- Aesthetics or Unique Features (concrete floors, windows, mirrors, high ceilings, etc.)
- Target Temperatures & Warm-up times

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How to Perform an Ohm Test

A Step by Step Guide

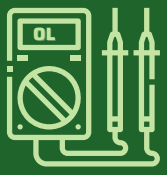
Measure the surface temperature of your infrared heater

Verify that your heater is not working by measuring the surface temperature

Use an Infrared Thermometer that can reach up to 500° F. A broken panel will read room temp (~60-90° F).

If multiple heaters are not working have your electrician take photo confirmation of voltage measurement using a multimeter and send the photo to HG Support along with the results of your Ohm test.

Perform an Ohm test Ω



Disconnect the heater from power. Set the correct range for resistance mode Ω and attach the probes to the black & white leads in the junction box.

An OL (open loop) or infinity ohm reading qualifies for a warranty replacement element.

Send HG Support photos of the Ohm reading along with your invoice number, and heater model # to request a warranty replacement.

What is an Ohm test & what does it measure?

An OHM test, or resistance reading, measures the electrical flow and continuity between two points on the element of the heater.

The heater is similar to a lamp and the continuity tests if the "lightbulb" or element is functioning properly.

When there is an OL or open loop reading this means there is no continuity in the element of your heater and the element will need to be replaced.

$$\frac{\text{Voltage X Voltage}}{\text{Wattage}} = \text{OHMS}$$

Example:

$$\frac{240\text{V X } 240\text{V}}{1{,}500\text{W}} = 38.4$$

What do I do if my Ohm test does not result in an OL reading?

The next step would be to have your electrician check all of the electrical connections and controls linked to your infrared system.

Correlation is not always causation and there are a multitude of factors which can lead to a malfunctioning heater such as short-circuiting, improper gauge wiring, faulty relay, and leaking voltage.

If the problem is electrical based and not the heater itself, a new heating element will not solve the issue.

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