



# Threesixty

Smart ceramic heater

User manual

duux®

# Thank you for choosing Duux.

We're so glad you decided to read the instructions to your new Duux ceramic heater! Many users casually dismiss instructions and seek to figure it out on their own. But studies show that people who read instructions will get up to speed more quickly and efficiently than those who poke around with trial and error.

At Duux we believe in the importance of a comfortable and healthy living environment. Enhancing your wellbeing by designing appealing, functional and effective products is the passion that drives us every day. With our range of innovative air treatment products we aim to provide you the best possible indoor air quality.

Cozy up with the Duux Threesixty Ceramic Smart Heater – the perfect companion for cold winter days. This compact heater has a unique organic design and a capacity of 1.800 watt, making it much more powerful than you'd expect. Thanks to the built-in fan, Threesixty accelerates the heating process in any room up to 30m<sup>2</sup>, warming it up in no time! And with the free Duux app, operating this handy heater is a piece of cake.

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# 1. Safety instructions

## Use

### ⚠ **Warning!**

- Risk of electric shock. Unintended use may lead to serious injury or even death. Only use the product as described in this document.
- Fire hazard. Never use the product on soft surfaces. Soft surfaces may block openings. Always use the product on a flat and dry surface.



**DO NOT COVER  
THE HEATER.**

Fire hazard. Never cover the product. Objects may block openings. Keep the space around the product free from objects.

### ⚠ **Caution!**

- Risk of burn. Never touch hot surfaces. The product may become hot while in use and cause burns. Particular attention has to be given where children and vulnerable people are present. Always let the product cool down before handling the product.

- Risk of falling. Never let the power cord hang over the edge of a table or counter. Someone could trip over the cord or accidentally pull the cord. Always place the power cord on a stable and flat surface.
- Inhalation hazard. Never use paint, cleaning sprays or anti-insect sprays near the product. Always use the product in a clean-air environment.
- Risk of short-circuiting. Never use the product if it has been dropped, has come into contact with water, is defective, visibly damaged or if the cord or plug is damaged. Return your device to the nearest authorized service point for examination, repair or adjustment.

### **Notice**

- Risk of damaging the product. Never use the product in commercial, industrial or outdoor environments. Always use the product for indoor use only.

## Installation

### ⚠ **Warning!**

- Fire hazard. Never use the product near flammable materials or surfaces. The product may become hot while in use. Keep the product at a minimum distance of 1 meter away from flammable materials or surfaces.
- Fire hazard. Never place the product upside down. The openings of the product may become blocked. Always place the product upright on a horizontal and stable surface
- Explosion hazard. Never use the product near flammable or explosive substances or fuels. Flammable or explosive substances or fuels may cause an explosion. Only use the product in a clean and well ventilated area.

### ⚠ **Caution!**

- Risk of short-circuiting. Never use an extension cord. Only use the product on a direct power outlet.

- Risk of short-circuiting. Never use sockets that do not match the product's power voltage. Before using the product, check the voltage on the unit's rating plate. Only connect the product to sockets that match the product's voltage. If you are not sure whether your connections meet the requirements, consult an electrician or your electricity supplier.
- Risk of short-circuiting. Never connect any other device with high power consumption to the same group. Limit the use of high power consumption products connected to the same group.
- Risk of short-circuiting. Never locate the product immediately below a power outlet. The product may become hot while in use. Always keep the area above the product free from objects and power outlets.
- Risk of short-circuiting. Never use the product in a humid environment, for instance near a bath, shower or swimming pool. Always use the product in a clean

and dry environment.

- Risk of short-circuiting. In order to avoid a hazard due to inadvertent resetting of the thermal cut-out, this appliance must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched on and off by the utility.

### **Notice**

- Risk of damaging the product. Never use the product near heat sources. Keep the product away from heat sources.
- Risk of damaging the product. Never use the product in direct sunlight. Direct sunlight may damage the housing of the product.
- Risk of damaging the product. Never pull the power cord to disconnect it from the socket. Always grasp the plug and pull.
- Risk of damaging the product. Remove all the packaging material before assembling or using the product. Leaving packaging material on the product may cause melting of the packaging material and sticking to the product.

## Children and disabled

- This product can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the product in a safe way and understand the hazards involved.

### **⚠ Warning!**

- Tip over hazard. Never let children play with the product. Give children simple instructions on how to use the product beforehand and always supervise them.
- Risk of suffocation. Never let children play with the packaging material. Keep the packaging material out of the reach of children.
- Risk of electric shock. Never let children perform maintenance without supervision. Give children simple instructions on how to use the product beforehand and always supervise them.

- Risk of burn. Never let children aged below 8 years alone unattended with the product in use. Always supervise children when the product is in use.

## Maintenance

### ⚠ **Warning!**

- Risk of electric shock. Never perform any maintenance with the product connected to the power source. Disconnect the product from the power source before service and when cleaning the product.
- Fire hazard. Never let the product or power cord become dusty. Regularly clean the product and power cord from dust.
- Risk of electric shock. Never immerse the product in water or other liquids. Follow the cleaning instructions of this manual for the correct performance of maintenance.
- Risk of electric shock. Never handle the product with wet hands. Only handle the product with dry hands.
- If the supply cord is damaged, it must be replaced by the

manufacturer or its service agent or a similar qualified person in order to avoid a hazard.

### ⚠ **Caution!**

- Risk of short-circuiting. Never open the product yourself for maintenance. This product may only be opened for maintenance by an authorized technician.

### **Notice**

- Risk of damaging the product. Never use cleaning solvents or abrasives to clean the product. Using the wrong cleaning products may damage the housing of the product. Always use the correct cleaning method specified in this user manual.

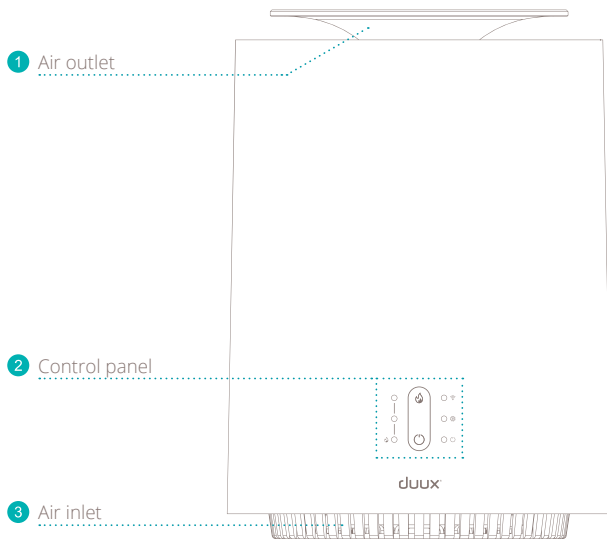
## Storage & transport

### **Notice**

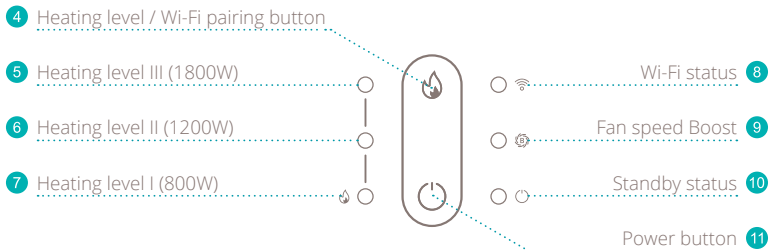
- Risk of damaging the product. Incorrect storage may damage the product or electric circuit of the product. Always store the product in the original packaging and keep in a clean, dry place.

## 2. Product overview

### Main parts



### Control panel





## 3. Installation

**⚠ CAUTION:** Carefully read the safety instructions (Chapter 2) and the installation and operation instructions below before using the product.


**NOTICE:** Remove all the packaging material before assembling or using the product. Leaving packaging material on the product may cause melting of the packaging material and sticking to the product.

1. Position the heater on a hard flat surface at least 50 cm away from the wall or any other objects.
2. Insert the power plug in the power outlet  
The product makes a beep sound.  
All the icons light up for ±3 seconds and the Wi-Fi icon starts flashing afterwards.  
The product is now in standby mode.

## 4. Functions

### Buttons

#### Power


Press the  button to turn on the appliance. The heater will turn on and the LED indicator for heat level I will illuminate.


Press the  button again to switch off the appliance.


After switching off the heater, the fan will remain on for ± 30 seconds to cool the heating element down. The fan speed Boost and standby status LED indicators will show a cool down sequence. After this, the appliance automatically returns to standby mode.

#### Heating

Pressing the  button will cycle through the different heat levels.

Press the  button to increase the heat to level II. The fan speed automatically increases to Boost to prevent overheating of the product. The corresponding LED indicator will illuminate.

Press the  button again to activate the highest heat setting. The heat level III LED indicator will illuminate and the fan will remain in Boost.

Press the  button one more time to decrease the heat to level I. The fan speed will automatically switch to Eco.

**NOTE:** When Heat level II or III are active, the fan speed is always in Boost to prevent overheating of the product.


## Wifi

### Duux app

The Duux app will add functionalities to your heater, such as a thermostat and scheduling option. Refer to the Duux app for more information on how to use them.

### Wifi pairing

1. Scan the QR code on this page or search for “Duux app” in the App Store or Google Play Store and download the application.
2. Once installed, please log in or create a Duux app account and follow the steps to complete the registration.
3. Open the Duux app and click “add duux device” on the main screen, or use the “+” button in the top right corner to add a new device.
4. Search for “**ThreeSixty**”.
5. Follow the instructions in the app on how to complete the pairing process.

**Note:** To disconnect a device that is already connected to Wifi, press and hold the 🔥 button for ± 5 seconds. The Wifi will disconnect and the  indicator starts flashing and will look for devices to pair with.

### Apple

App store



### Android

Play store



*App version 2.4.0 or higher*

## 5. Maintenance

**⚠ CAUTION:** Allow the heater to cool down for a minimum of 30 minutes before moving the product. The top surface of the product can be very hot. Do NOT touch before the product is cooled down.

**⚠ CAUTION:** Before cleaning the appliance, ensure it is disconnected from the power supply and has cooled down completely.

### Cleaning

- To avoid the risk of electric shock, do not clean the heater with water and do not immerse it. Clean the housing with a dry or slightly damp cloth. Do not use aggressive soaps, sprays, cleaners or abrasives, waxes, polishes

or chemical agents. Make sure the device is completely dry before switching it on again.

- If necessary, dust particles accumulated in the air inlet and outlet openings may be removed with a vacuum cleaner. This maintenance should be done regularly to assure the good operation of the appliance. Dust particles in the appliance may cause overheating.
- Be careful not to touch or damage any internal parts during cleaning. The heater contains no other parts which require further maintenance.
- When the heater will not be used for a prolonged period, please store the cleaned heater safely, optionally in the original packaging. Store the product in the upright position in a cool, dry and dust-free location.

## Storage

- When the appliance is not used for a long time, please clean all the components and properly dry them. Put them into the original box and store them in a dry place.

## Spare parts

- Spare parts and accessories can be requested at the point of purchase or local distributor.

# Disposal

The European directive 2012 / 19 / CE on Waste Electrical and Electronic Equipment (WEEE), requires that old household electrical appliances must not be disposed in the normal unsorted municipal waste stream. Old appliances must be collected separately in order to optimize the recovery and recycling of the materials they contain and reduce the impact on human health and the environment. The crossed out “wheeled bin” symbol on the product reminds you of your obligation, that when you dispose of the appliance it must be separately collected. Consumers should contact their local authority or retailer for information concerning the correct disposal of their old appliance.

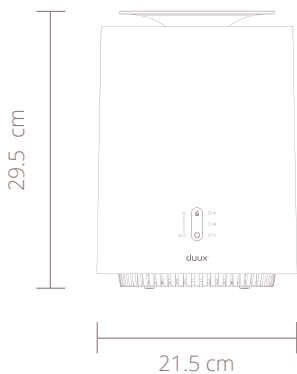
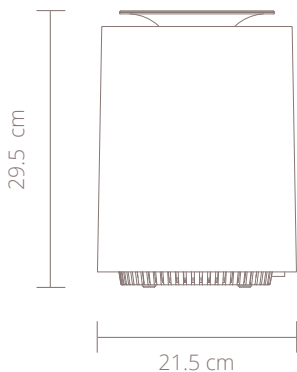


# Simplified EU declaration of conformity

Hereby, Duux declares that this environmental control radio equipment is in compliance with Directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following internet address: [www.duux.com/doc](http://www.duux.com/doc)

The 360° heater  
that lets you cozy  
up anywhere

## 7. Technical specifications



Weight:  
2.4 kg



Power consumption:  
800 – 1800W



Noise level:  
46dB



Heating settings:  
3



Heating element:  
PTC Ceramic



Main materials:  
ABS, PA, PC & GF



Fan speed settings:  
2



WiFi:  
2.4Ghz



Model no.:  
DXCH08/DXCH09

The appearance and specification of the device may be changed without notice.

## 6. FAQ

**Q: Can the appliance be used in the bathroom?**

A: The appliance is not suitable for wet rooms and cannot be used in a bathroom.

**Q: What happens when the appliance is knocked over?**

A: Should the appliance be knocked over while in use, a safety mechanism will be operated, and the appliance will switch itself off automatically. If the appliance is put back on its feet, it will indicate so and illuminate all LEDs. The product can be switched on using the "POWER ICON" button again.

**Q: Can I connect multiple appliances to the same wall socket?**

A: Due to the power required being in excess of 1.800 watts, it is not advisable to connect several appliances to the same wall socket.

**Q: When the appliance is switched off, the fan continues to run for a while. Is this correct?**

A: This is correct. In order to cool the ceramic heating element, the fan remains on for approximately 30 seconds before the appliance goes into stand-by mode.  
The fan speed Boost and standby status LED indicators show a cool down sequence while the products cools down.

**Q: Can I use an extension cable?**

A: Use of an extension cable is not recommended. If necessary, only make use of an approved extension cable with a minimum cross-section of 3 x 2.5 mm<sup>2</sup> and an authorized power rating of at least 2.000 Watt/10Amp.

**Q: The appliance is emitting a strong odor.**

A: A strong odor may be released when the appliance is used for the first time. This will disappear after a while.

**Q: I'm having trouble connecting my device to the Duux Smart App**

A: Please refer to the FAQ in the Duux App for further pairing instructions



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