



ALVA

2-IN-1 COMBO HEATER

DUAL POWER • GAS & ELECTRIC HEATER

GH309



Your world is better with Alva

- FOR YOUR OWN SAFETY, PLEASE READ THIS MANUAL CAREFULLY AND ALWAYS OPERATE THIS PRODUCT ACCORDING TO THE INSTRUCTIONS
- IT IS ILLEGAL AND DANGEROUS TO CHANGE OR MODIFY ANY PART OF THIS APPLIANCE
- THIS IS A LOW PRESSURE APPLIANCE TO BE USED WITH A 2.8kPa BULLNOSE REGULATOR WITH 5/8" BSP THREAD



APPROVED FOR USE IN
SOUTH AFRICA

Manufactured for
and distributed by:



ALVA

A division of Stingray Accessory Manufacturers (Pty) Ltd | P.O. Box 30014, Tokai, 7966
+27 21 442 1540 | info@stingray.co.za | www.alva.co.za
TOLL FREE NUMBER: 086 100 ALVA (2582)

 /AlvaGas

 /alvagass

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KEY



Important information



Cautions and warnings.



Danger



Contact an approved ALVA technician.



Do It Yourself



Instructional video available

WARRANTY

PLEASE RETAIN YOUR PROOF OF PURCHASE FOR WARRANTY CLAIMS.

ALVA warrants this appliance to be free of defects in material and quality for a period of 12 months from date of original purchase. This warranty covers the intended use of this appliance – within a domestic setting and not for commercial or industrial purposes. Any damage caused by wilful abuse, tampering, modification or unauthorized repair will not be warranted.

Please retain all packaging material, as items returned without original packaging material may be subject to a withholding fee. Where this appliance is found to be defective, damaged, broken, or does not work correctly for the intended purpose, you must return the appliance to the retailer from where it was purchased. The warranty will only be effected with valid proof of purchase. Failure to provide the proof of purchase will most likely result in the repair or service required being chargeable.

If you have any questions while setting up or using this heater, please visit www.alva.co.za or call 086 100 ALVA (2582) or e-mail info@stingray.co.za

GENERAL INFORMATION

Before using this heater, please read through this manual and make sure you understand everything. If you are not sure, please call 086 100 2582 or visit www.alva.co.za for help. This heater is a safe and efficient form of heating when used according to these instructions.

Reading and understanding this manual should give you a good indication of what to expect from your Alva heater.

If this product is not what you want or need, please help Alva and the environment by not damaging or destroying any part of the packaging, the manual or the Styrofoam inserts. Always keep your proof of purchase.

Keep these instructions for future use. If you lose this copy, you can obtain a new copy from your dealer or online at www.alva.co.za



Thank you for your purchase of this dual gas/electric heater.

Please read these instructions carefully before use and keep them in a safe place, for future reference.



Not using an appliance according to the instructions is extremely dangerous and can lead to property damage, injury or death.

GAS HEATER INSTRUCTIONS

THIS IS A LOW PRESSURE APPLIANCE
TO BE USED ONLY WITH A 2.8kPa SANS 1237 APPROVED REGULATOR
AND SANS 1156-2 APPROVED HOSE.
(REGULATOR AND HOSE FITTED AND SUPPLIED)



NEVER USE THE GAS AND ELECTRIC HEATERS AT THE SAME TIME.

IMPORTANT SAFETY INFORMATION

As with all gas appliances, misuse of this appliance or failure to fully follow these instructions may cause fire, injury or death. Please read all the instructions before using your gas heater.

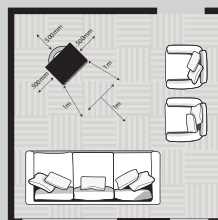
- THIS UNIT MUST BE THOROUGHLY CHECKED BEFORE USE.
- Ensure that all the gas fittings are correctly and firmly fitted before every use.
- DO NOT use this heater if you do not clearly understand the instructions and/or how to operate the controls.
- Phone the customer care line at 086 100 ALVA (2582) or email info@stingray.co.za for assistance.
- DO NOT use this heater in an enclosed area, which could restrict airflow, as this is a flue-less heater (It does not have a fixed chimney). Always make sure there is enough fresh air entering the room, by opening a door or window in the same room.
- DO NOT operate this heater in a bedroom, caravan, boat or any area less than 80 cubic meters(roughly 5 x 5 metres).
- DO NOT operate this heater in an area where water and or moisture is present.
- DO NOT leave the heater unattended while in use.
- Ensure that the gas supply is turned OFF after use and while the heater is unattended.
- DO NOT move the heater while in use.
- DO NOT place objects on or against the heater.
- DO NOT attempt to use the heater as a stove.
- NEVER touch the appliance with wet or damp hands or feet.
- DO NOT use a naked flame to test for leaks. Follow the Leak Testing procedure outlined under 'LEAK TEST'.
- NEVER use this heater with a cylinder other than the size recommended
- DO NOT touch the dress guard (front wire grill), as it gets very hot while in use or after it has been switched off and is cooling. The dress guard does not give protection. No part of the dress guard should be removed or changed.
- DO NOT unscrew the regulator while the heater is on or if the cylinder valve is open.
- DO NOT use a heater you suspect is faulty.
- When turning the heater off, first turn the gas off at the control valve (on the heater) and then make sure to close the cylinder valve.
- For safety reasons, only a qualified technician may execute maintenance and repairs. The warranty for the heater will be rendered void if the heater is serviced or repaired by anyone other than an Alva appointed technician.
- The heater should be inspected once a year by a qualified technician, to make sure the unit is safe and fault free.
- The operator is responsible for the safety of all third parties while the heater is in use.



Please read the instructions carefully before use.

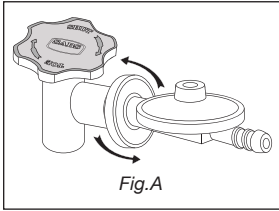
Retain this manual for future reference.

DO NOT place the heater near walls, curtains or furniture while in use. The heater should always face the centre of the room, as indicated below.



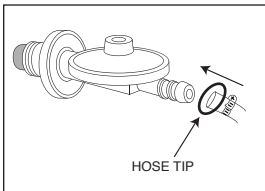
The recommended positioning of a gas heater in any living environment. Always have a clearance of at least 500mm on the sides and back and $\pm 1000\text{mm}$ (1m) in front of it.

METHOD OF ASSEMBLY



This heater makes use of an industrial cylinder (9kg ALVA cylinder recommended) with a 5/8" BSP thread; horizontal exit valve. The Bullnose regulator supplied with the heater tightens to the left hand side (anti-clockwise). (Figure A)

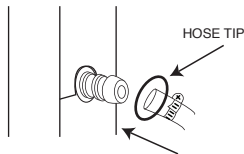
If you have bought a new gas cylinder, the cylinder needs to be purged (cleared out), before its first use. If it is not purged of air, the heater will not work properly. This should happen at the gas filling station when you fill up the cylinder. Always check this with your gas supplier.



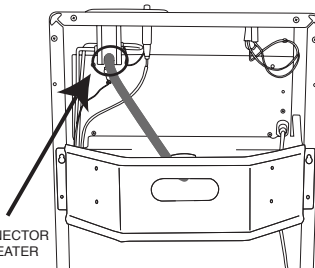
When connecting the supplied hose and regulator to the heater, first insert the tip of the hose into hot water for softening purposes.

NOTE: Take care when inserting the orange hose end into the hot water to prevent scalding.

HOSE CONNECTOR
ON THE HEATER



HOSE CONNECTOR
ON THE HEATER



NOTE: Make sure that the hose is inserted fully, covering the entire hose end connector. Place clamps in position, taking care that it is directly on the hose end connector and fasten securely. **DO NOT** over tighten the clamps. Repeat this step to the other hose end.

ALVA offers a call out service to assist with heater setup.

If you have any questions while setting up or using this heater, please visit www.alva.co.za or call **086 100 ALVA (2582)** or e-mail info@stingray.co.za



WARNING

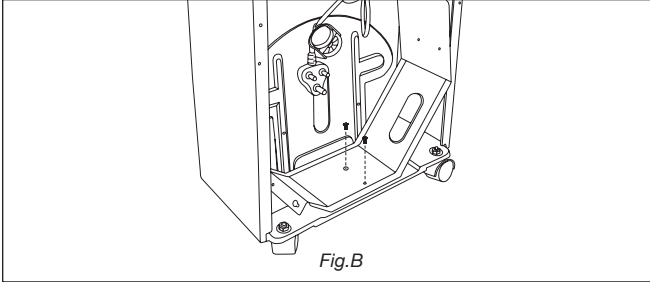
This heater operates directly on an industrial cylinder with a 5/8" HORIZONTAL exit valve. (ALVA 9kg industrial size) It is NOT to be used on a domestic cylinder with a 3/8" VERTICAL exit valve.

NOTE:

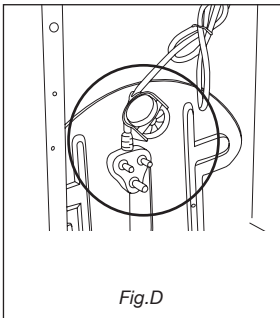
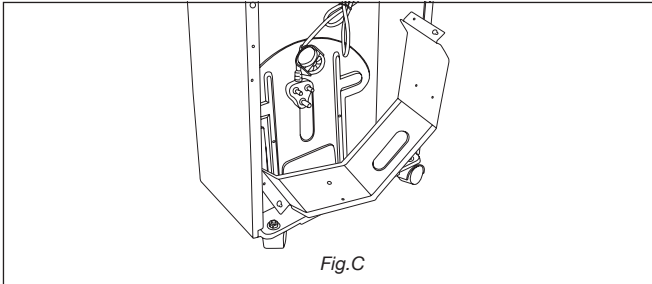
Check for leaks (see LEAK TEST)

ASSEMBLY INSTRUCTIONS

1. Remove the 2 screws and the 2 securing nuts connecting the rear guard to the heater base. Set the 2 screws and 2 nuts aside for later use. (See Fig.B)



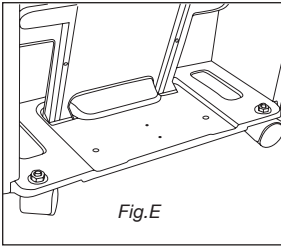
2. Remove the rear guard from the heater base and set aside. (Fig.C)



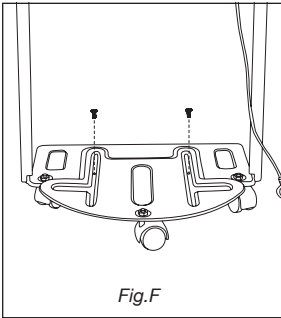
3. Remove the plastic twist tie securing the castor wheel to the 3 prong plug. Take caution when performing this action as the cylinder base will drop down as soon as the tie has been removed. (Fig.D)



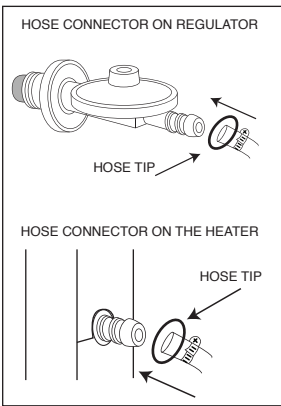
Screws and Nuts from Step 1 will be used in Step 5.



4. Set the cylinder support down onto the cylinder base. (Fig.E)

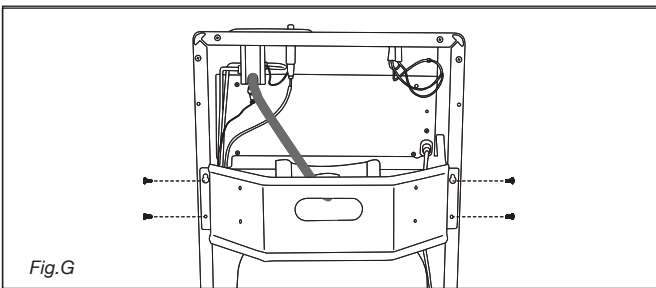


5. Secure the cylinder support to the cylinder base using the 2 screws and nuts which you removed in Step 1. (Fig.F)



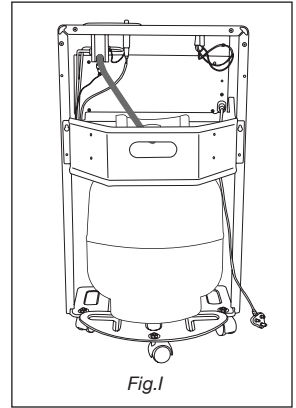
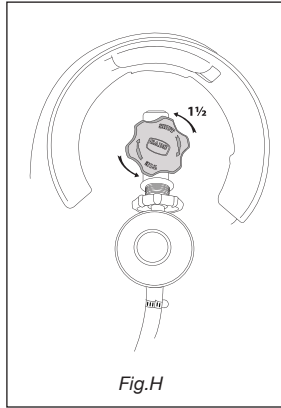
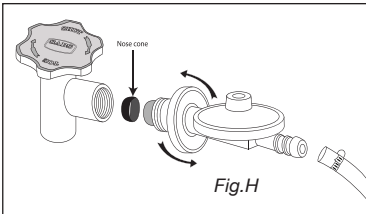
6. When connecting the supplied hose and regulator to the heater, first insert the tip of the hose into hot water for softening purposes.

7. Remove the 4 self tapping screws from the unit and then use these to secure the rear guard in place. (Fig.G)

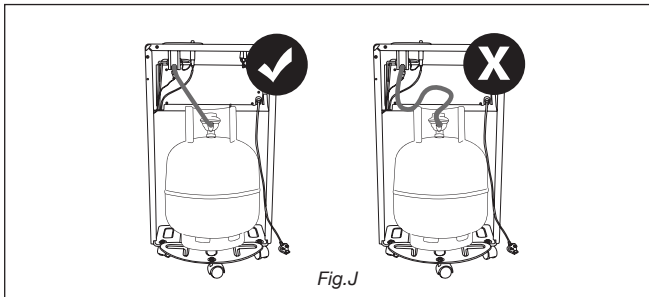


HEATER SET UP

1. Before removing this heater from the packaging, read this manual in full and make sure that it is what you want /need.
2. Remove the heater from the packaging.
3. After the heater has been removed from its packaging, remove the back panel from inside the back cavity.
4. Check if the nose cone is present, secure and in good condition. (Figure H)



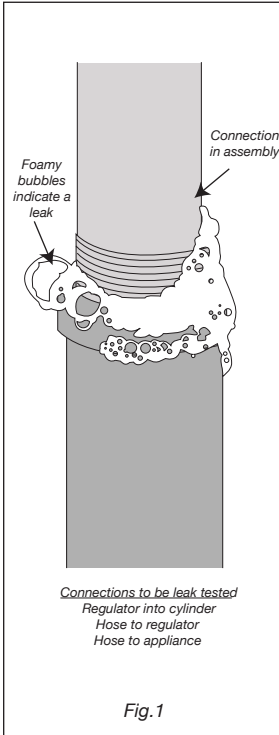
5. The regulator goes directly into the cylinder valve. Always make sure the regulator is pushed fully to the bottom of the cylinder valve before tightening. The use of any adaptors is illegal.
6. Screw the regulator into the cylinder valve. DO NOT use a tool to tighten the regulator; it is to be hand-tightened only.
7. Open the control valve 1½ turns to the left (anti-clockwise). (Figure H)
8. Push the control knob down for at least 10 seconds, but DO NOT try to ignite the heater. This will allow gas to flow through the heater, making the leak test possible.
9. DO THE LEAK TEST (page 9). Ensure that no liquid comes into contact with any electrical components of the heater.
10. After leak testing is satisfactorily carried out, fit the rear panel onto the heater. It may be necessary to twist the cylinder slightly to allow the regulator and hose to fit inside the back panel without kinking the hose. Ensure that the hose is positioned away from the heat zone at the back of the cabinet. (Figure J)



NOTE: This heater incorporates a safety device that will shut the heater down in unsafe conditions. In the case of accidental flame failure the gas heater will automatically shut down.

LEAK TEST

The leak test must be carried out in a well-ventilated area, free from any flames or other sources of ignition.



- With the cylinder connected to the heater. Open the cylinder valve.
- Brush the connections (heater to cylinder) (cylinder to heater) with a solution of equal parts soap and water (make sure it's foamy).
- A stream of bubbles forming indicates a gas leak. (See Fig.1)
- If bubbles appear, turn the cylinder valve OFF (clockwise) and disconnect the heater from the gas cylinder.
- Tighten the connection and retry the leak test.
- If you are unsure or if you cannot tighten the connection, place the cylinder outside in a cool, well-ventilated area and contact Alva on **086 100 ALVA (2582)**.
- A leak between the heater and cylinder can lead to a high pressure fire, which is very dangerous and can result in extensive injury or even death.

USING YOUR HEATER

This heater can be regulated to three different heat selections: '1❖', '2❖❖' and '3❖❖❖'. (Figure 2)

1. Open the cylinder valve by turning the cylinder valve to the left.
2. Depress the control knob and turn to setting '1❖'. Depress the red ignition button. Keep depressing the red ignition button till the heater makes an audible 'click' sound. You should see a spark. The pilot flame should ignite.

How to do
a leak test



<http://www.youtube.com/watch?v=8LpZ1B0m23Y&feature=plcp>



**FOR YOUR SAFETY
IF YOU SMELL GAS**

- Turn off the gas supply at the cylinder.
- Extinguish all naked flames. **DO NOT** operate any electrical appliances.
- Ventilate the area.
- Check for leaks (see LEAK TEST)
- If odour persists, contact your dealer or local gas supplier immediately.

4. Once the pilot flame ignites hold down the knob for another 10-15 seconds.
5. Repeat step 3 if the pilot flame does not stay lit. This may require more than one attempt.
6. Once the pilot flame and centre panel are burning, you can select the settings '2 🔥🔥' or '3 🔥🔥🔥' by depressing the knob slightly and turning it to the desired setting.

To turn the heater OFF, turn the control knob to the 'OFF' position. Once the heater has extinguished, close the cylinder valve and remove the cylinder until future use.

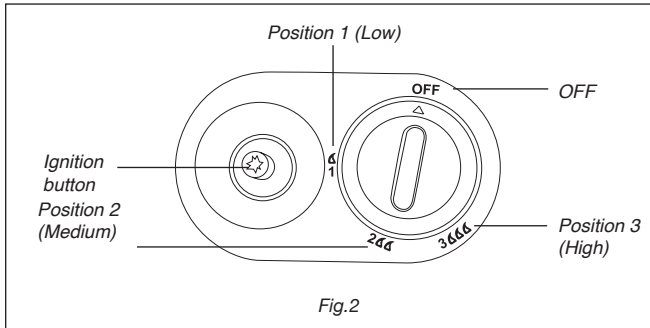


Fig.2

FLASHBACK (flames in the burner tube)

- If a flash back occurs (indicated by a roaring noise), immediately close the cylinder valve.
- Turn the heater OFF at the control knob.
- Disconnect the regulator and allow the heater to cool.
- Check for blockages in the venturi ports. Clean with compressed air, a small soft brush or pipe cleaners.
- If the problem persists in reuse, have the heater checked by a qualified technician.

CHANGING YOUR CYLINDER

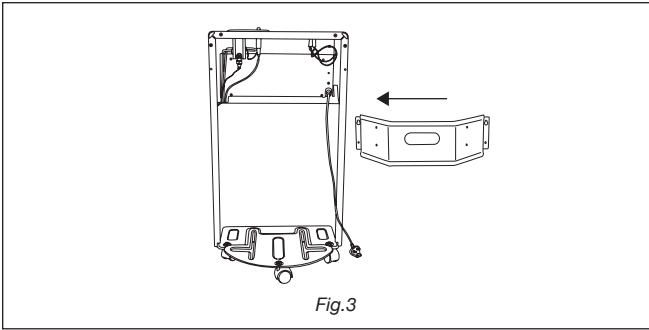
Make sure your cylinder valve is closed (by turning it clockwise). Allow the heater to fully cool before replacing the cylinder. Open the rear of the heater to expose the cylinder. (Figure 3)



Take note: On first lighting a new cylinder or connecting a cylinder after it has been refilled; you may have to depress the control valve for a longer period of time.

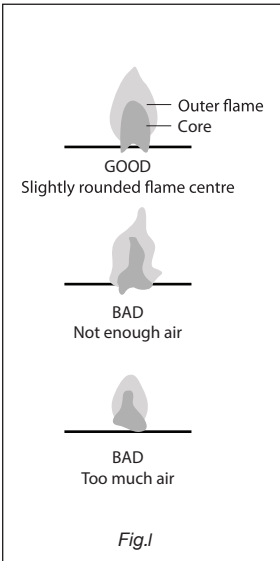


Never attempt to remove the regulator if the heater is on or if the cylinder valve is not properly closed.



Remove and replace the cylinder. ALWAYS check that the regulator-sealing washer (nose cone) is intact and in place before reattaching the regulator to a cylinder. (Figure H - Page 8) DO NOT attempt to remove the regulator while the heater is on or if the cylinder valve is not closed.

MAINTENANCE



- Always make sure the heater is OFF and cool, with the cylinder valve closed, before conducting any maintenance.
- Your heater should be checked once a year by a qualified technician.
- If faults are suspected or detected, stop using the heater and contact ALVA.
- Clean the exterior and storage area of your heater when required to remove dust and prevent lint build up.
- DO NOT use abrasive products to clean the heater; these may damage the paint work.
- While in operation the pilot flame should be steady. If it flickers or is yellow the heater needs to be serviced. (Fig. 1)

If any part of the heater is in need of replacing, use only original Alva parts. Using any other spare parts is dangerous and will void the warranty. When the heater is not going to be used for an extended period of time, keep covered or in its box, to prevent dust from settling on the panels. When removing the heater from storage, use a vacuum cleaner to clean the panels before re-use.

FREQUENTLY ASKED QUESTIONS

Q: Why is there an odour when I use a gas heater?

A: All gas appliances give off an odour. This could be harmful if inhaled for extended periods of time. This “smell” is normal, and it does not mean that you have a gas leak. The smell of raw gas (just before you ignite the appliance) differs to the smell coming from the heater when it is in use. The odour is added to allow easy gas detection.

Q: Why must there be ventilation when using a gas heater?

A: Whenever fuel (LP Gas in this case) is burned, ventilation is needed. Any fire needs oxygen to burn. Think of a fireplace, you require a chimney or flue for the smoke to exit the house. Even though a gas heater does not generate smoke, it still generates carbon monoxide and carbon dioxide, which can be dangerous if not diluted by fresh air. Always ensure adequate ventilation by leaving a door or window open in the same room.

Q: When I open a door or window for ventilation won't I get cold?

A: The Alva GH309 is an infrared radiant gas heater. Infrared heaters heat objects as well as the air. This means, that even though you have cooler air coming into your room, the infrared heater will warm the room and make sure that you do not feel the cold.

Q: How long will the gas in my cylinder last?

A: This depends on how you use your heater. It is easy to calculate your gas consumption. Take the capacity of the gas cylinder in grams (i.e. 9000g for a 9kg cylinder) and divide it by the gas consumption of the heater, on your desired setting (*refer to the Specifications section in this manual (page 14)*). The answer to the calculation is the approximate number of hours that your heater will burn for.

Q: I just took my heater from storage, but there seems to be a blue flame rolling on the panels. Is my heater faulty?

A: It is normal for dust to settle on the panel. When this happens, the heater will not burn properly at first, giving the appearance of a blue flame running on the panel. There is nothing wrong with the heater. Simply burn the dust off the panels by letting the heater run on 'Position 3' for between 5 and 15 minutes. The panels should eventually settle and burn red.

Q: What do I do if I have an over-filled cylinder?

A: The best method to determine if your cylinder is overfilled is to weigh it. Subtract the 'tare' mass from the cylinder weight – this gives you the weight of your gas. If this gas weight exceeds your cylinder design weight (9kg) then return the cylinder to your gas supplier.



*How to test if
your cylinder
is overfilled*



*[http://www.
youtube.com/
watch?v=Ya
vsYE8nzCw
&feature=plcp](http://www.youtube.com/watch?v=YavsYE8nzCw&feature=plcp)*

SPECIFICATIONS

Model	ALVA GH309	L
Type of Gas	LPG	
Operating pressure	2.8kPa	
Injector size	0.59mm	
Gas Consumption Position 3 (3 panels) Position 2 (2 panels) Position 1 (1 panel)	305gr/hr 191gr/hr 95.5gr/hr	
Heat output	4.2kW	
This heater has been tested and is LPGSASA approved under specifications SANS 1539 (appliance), SANS 1237 (regulator) and SANS 1156 (hose).		

TROUBLE SHOOTING GUIDE

TROUBLE	CAUSE	REMEDY
Odour	Combustion	N/A - The combustion process will always cause an odour
Strong odour	Incorrect gas mixture	Obtain LPG only from reputable LPG dealers
	Unburned gas leak	Perform a leak test Always ensure there is proper ventilation
Burns then dies	Over-filled cylinder	Return to gas supplier
	Ventilation	Make sure the room has adequate ventilation
	Empty cylinder	Replace with a full cylinder
Heater does not light up	Empty cylinder	Replace with a full cylinder
	No gas flow	Open cylinder valve



Should you experience problems with this gas heater, carry out the necessary checks as per the Trouble Shooting Guide . If you are still unable to correct the problem with the information in this guide, then you need to contact your nearest dealer or manufacturer.

FEATURES

Oxygen Depletion Sensor (ODS):

A safety feature that shuts the heater off if the carbon monoxide levels in the room reach 200 parts per million.

Flame Failure Safety Device:

A safety feature that shuts the gas flow off completely if the pilot flame dies for any reason.

AFTER SALES SERVICE

MANUFACTURED FOR AND DISTRIBUTED BY
Alva, a division of Stingray Accessory Manufacturers (Pty) Ltd
P.O. Box 30014
Tokai, 7966
Tel: 021 442 1540
E-mail: info@stingray.co.za
www.alva.co.za
 [/alvagas](https://www.instagram.com/alvagas)
 www.facebook.com/AlvaGas

TOLL FREE NUMBER
086 100 ALVA (2582)

ELECTRIC HEATER INSTRUCTIONS



NEVER USE THE GAS AND ELECTRIC HEATERS AT THE SAME TIME.

IMPORTANT SAFETY INFORMATION

As with all appliances, misuse of this appliance or failure to fully follow these instructions may cause fire, injury or death. Please read all the instructions before using your heater. If you have any doubt or concerns about this appliance's installation, please consult a qualified electrician.

- Before using this appliance check that the voltage indicated on the type plate corresponds to your mains supply voltage.
- DO NOT use this heater with a programmer, timer or any other device that switches the heater on automatically.
- There is a fire risk if the heater is covered or positioned incorrectly.
- The fireguard on this heater is intended to prevent direct access to heating elements and must always be securely in place when the heater is in use.
- The protective grid does not give full protection for young children or infirm persons.
- Always disconnect the heater from the electricity mains when not in use, during installation, cleaning and/or emitter replacement.
- When replacing the heating element, always ensure it has been allowed to cool for at least 30 minutes.
- The emitter is sensitive. Do not handle it with bare hands. If it is inadvertently touched, always remove finger prints with a soft cloth and alcohol before use.
- Always ensure that the power cord is kept away from the body of the heater. The heater body will get very hot while in use and can melt the cable.
- Always inspect the power cord for signs of wear or damage. If wear or damage is noted, a suitably qualified person should replace it immediately. Failing to do so is a hazard and may lead to fire and/or electrocution/electric shock and/or property damage and/or death.
- NEVER allow the cord to come into contact with wet or hot surfaces or become twisted.
- DO NOT damage and DO NOT kink the power cord.
- DO NOT cover or obstruct the heater when in use.
- DO NOT insert any objects through any slot or opening in the heater.
- Users must not disassemble the heater, or change/substitute any parts of this heater; if the heater is faulty it is extremely dangerous to use it.
- Please take care to dispose of replaced emitters carefully. These can shatter and cause injury if not handled carefully. Keep away from children at all times.
- Keep the heater a distance of at least 100cm from any combustible material, such as furniture, curtains, bedding, clothes or paper.
- The bulbs/emitters are considered a consumable spare and so do not form part of the warranty.



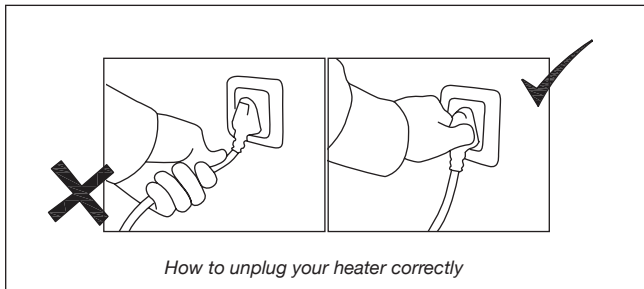
Please read the instructions carefully before use. Retain this manual for future reference. This appliance must not be modified in any way - doing so is illegal and will make the appliance unsafe as well as cancel your warranty.

- Keep the heater clean. DO NOT insert objects where the infrared tubes are located, as this may cause electric shock, fire or damage the heater.
- NEVER touch the appliance with wet or damp hands or feet.
- NEVER expose the appliance to atmospheric conditions (rain, sun, etc)
- DO NOT use the appliance for anything other than its intended use.
- DO NOT use this heater in the immediate surroundings of a bath, a shower or a swimming pool.
- Any repairs that need to be done to the heater must be referred to an authorized service agent only.
- DO NOT connect the appliance to multiple extension cords or multiple outlets.
- This heater is not equipped with a device to control the room temperature. DO NOT use this heater in small rooms when they are occupied by persons not capable of leaving the room on their own, unless supervised.

Ensure that children do not play with this heater. This appliance is not intended or designed for use by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they are supervised or given instruction concerning use of this appliance by a person responsible for their safety. If the power supply cord is damaged, it must be replaced with a special cord or assembly, available from the manufacturer or its service agent.



It is unsafe to use this heater where it is close to any combustible material. Keep combustible materials such as furniture, paper, clothes and curtains at least 1m from the front, sides and rear of the heater. We recommend a waterproof and indoor socket be used.



INSTALLATION

Please select the location carefully, allowing 1m clearance from any combustible surface.



Do not extend the power cord. This appliance must be earthed.

Always make sure that there is no power connected to the heater during installation.

USING YOUR HEATER

Remember to remove the transit protectors from the tubes before use.

When the heater is used for the first time, you may notice smoke or the smell of burning. This is quite normal and is caused by the initial heating up of the silica glass tube insulation and also by dust particles on the elements. This will dissipate in about 5-10 minutes.

This heater can be regulated to three different heat selections: '1 Bar ' , '2 Bar ' and '3 Bar ' . (Figure P)

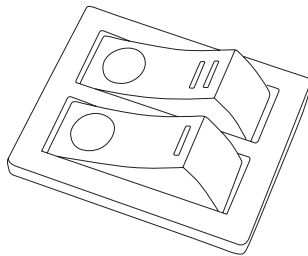


Fig.P

MAINTENANCE

It is necessary to periodically wipe the heater and the reflector, depending on the placement and circumstances of its use.

Cleaning the Reflector (to be done at least once a year)

1. Ensure that the heater is not plugged into an electrical socket
2. Remove the dress guard (front chromed wire grill) by using a screwdriver to remove grill securing clips.

3. Slide grill to left and lift out at the right.
4. Use any household detergent (or methylated spirits) on a soft cloth and rub the reflector and tubes gently. Wipe off and allow drying, then buffing gently with a soft dry cloth.
5. Replace the dress guard.

Be sure the heater is fault free:

1. Check that the thermostat can be turned ON and OFF. You will hear an audible “click”.
 2. Check the electric wiring is properly connected.
 3. Ensure that the wire is undamaged.
- Your heater should be checked once a year by a qualified technician.
 - If faults are suspected or detected, stop using the heater and contact ALVA.
 - Clean the exterior of your heater when required to remove dust.
 - DO NOT use abrasive products to clean the heater; these may damage the heater surface.
 - Always make sure the heater is OFF and cool before conducting any maintenance.
 - The Safety bar does not give full protection for young children or infirm persons.
 - Always disconnect the heater from the electricity mains when not in use, during installation, cleaning and/or emitter replacement.
 - When replacing the emitter always ensure it has been allowed to cool for at least 30 minutes.
 - The emitter is sensitive - avoid handling it and always clean finger prints with alcohol, before operating the heater.



If any part of the heater is in need of replacing, use only original Alva parts. Using any other spare parts is dangerous and will void the warranty. When the heater is not going to be used for an extended period of time, always unplug it.

TROUBLE SHOOTING GUIDE

TROUBLE	CAUSE	REMEDY
Heater will not turn ON	Not plugged in	Plug in and switch on socket.
	Quartz Heating element faulty	Replace heating element
	Not switched ON	Switch ON

SPECIFICATIONS

Model	ALVA GH309	L
Voltage (V) Hz	220-240V ~ 50Hz	
Electric power	1260 W	
Minimum distance from combustible surfaces	1m	

AFTER SALES SERVICE

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TOLL FREE NUMBER
086 100 ALVA (2582)



Should you experience problems with this heater, carry out the necessary checks as per the Trouble Shooting Guide.

If you are still unable to correct the problem with the information in this guide, then you need to contact your nearest dealer or manufacturer.

*Please note that replacement heating elements are available from Alva.
086 100 ALVA (2582)*