

**HEATER SERVICE INSTRUCTIONS**

1. Do NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void the warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.
2. If you need to exchange the unit, please return it in its original carton or other suitable box, with a sales receipt, to the store where you purchased it. If you are returning the unit more than 30 days after the date of purchase, please see the enclosed warranty.
3. For service information, please call 1-800-253-2764 or visit our website at [www.bionaire.com](http://www.bionaire.com).
4. If you have any other questions or comments, feel free to write to us:

JCS/THG, LLC  
303 Nelson Avenue  
Neosho, MO 64850

**FIVE (5) YEARS LIMITED WARRANTY****SAVE THIS WARRANTY INFORMATION**

- A. This Warranty applies only to the original purchaser of this product.
- B. This Warranty applies ONLY to repair or replacement of any supplied or manufactured parts of this product that, upon inspection by JCS/THG, LLC authorized personnel, is shown to have failed in normal use due to defects in material or workmanship. JCS/THG, LLC will determine whether to repair or replace the unit. This Warranty does not apply to installation expenses.
- C. Operating this unit under conditions other than those recommended or at voltages other than the voltage indicated on the unit, or attempting to service or modify the unit, will render this WARRANTY VOID.

**D. Unless otherwise proscribed by law, JCS/THG, LLC shall not be liable for any personal injury, property or any incidental or consequential damage of any kind resulting from malfunctions, defects, misuse, improper installation or alteration of this product.**

- E. All parts of this product excluding filters, which are covered under separate warranty, are guaranteed for a period of 5 years as follows:
  1. Within the first 30 days from date of purchase, the store from which you purchased your product should replace this product if it is defective in material or workmanship (provided the store has in-stock replacement.) If you intend to assert any claim in connection with the product, please follow the instructions in paragraph F.
  2. Within the first 60 months from date of purchase, JCS/THG, LLC will repair or replace the product if it is defective in material or workmanship, subject to the conditions in paragraph G.
- F. If you have any other problem or claim in connection with this product, please write to our Consumer Service Department.
- G. IMPORTANT RETURN INSTRUCTIONS. Your Warranty depends on your following these instructions if you are returning the unit to JCS/THG, LLC:
  1. Carefully pack the item in its original carton or other suitable box to avoid damage in shipping.

2. Before packing your unit for return, be sure to enclose:
  - a) Your name, full address with zip code and telephone number
  - b) A dated sales receipt or PROOF OF PURCHASE,
  - c) Your \$12.50 check for return shipping and handling, and
  - d) The model number of the unit and the problem you are having. (Enclose in an envelope and tape directly to the unit before the box is sealed.)
3. JCS/THG, LLC recommends you ship the package U.P.S. ground service for tracking purposes.
4. All shipping charges must be prepaid by you.
5. Mark the outside of your package:

Bionaire  
JCS/THG, LLC  
303 Nelson Avenue  
Neosho, MO 64850

SHIPPING AND HANDLING CHARGES: \$12.50 (USD)

This Warranty gives you specific legal rights, and you may have other rights which vary from state to state. The provisions of this Warranty are in addition to, and not a modification of, or subtraction from, the statutory warranties and other rights and remedies contained in any applicable legislation. To the extent that any provision of this Warranty is inconsistent with any applicable law, such provision shall be deemed voided or amended, as necessary, to comply with such law.

© 2006 JCS/THG, LLC

Bionaire® and the Bionaire logo® are registered trademarks of JCS/THG, LLC.

BH395006EM1

Printed In China

**BIONAIRE®**  
silent  
**WHOLE ROOM heater**  
BH3950



Read instructions before operating.  
Retain for future reference.

## Instruction Leaflet

**INFO-LINE**

If after having read this leaflet, you have any questions or comments on your heater, call **1-800-253-2764** in North America.

9100020005517

**HEATER SAFETY****PLEASE READ AND SAVE THESE IMPORTANT SAFEGUARDS****IMPORTANT INSTRUCTIONS**

When using electrical appliances, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the appliance.
2. To avoid fire or shock hazard, plug the appliance directly into a 120V AC electrical outlet.
3. The heater is hot when in use. To avoid burns, DO NOT let bare skin touch hot surfaces. If provided, use handles when moving this heater. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least 3 ft (0.9 m) from the front of the heater and keep them away from the sides and rear.
4. DO NOT run cord under carpeting. DO NOT cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
5. This heater is not intended for use in bathrooms, laundry areas and similar indoor locations. NEVER locate heater where it may fall into a bathtub or other water container.
6. Extreme caution is necessary when any heater is used by, or near children or invalids, and whenever the heater is left operating and unattended.
7. Always unplug the heater when not in use.
8. When unplugging, be sure to pull by the plug and not the cord.
9. DO NOT insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage the heater.
10. DO NOT operate heater with a damaged cord or plug, or after the heater malfunctions, or has been damaged in any manner. Return appliance to manufacturer for examination, electrical or mechanical adjustment, or repair.

11. A heater has hot and arcing or sparking parts inside. DO NOT use it in areas where gasoline, paint, or flammable liquids are used or stored.
12. Use appliance only for intended household use as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock, or injury to persons. The use of attachments not recommended or sold by The Holmes Group may cause hazards.
13. DO NOT use outdoors.
14. To prevent a possible fire, DO NOT block air intakes or exhaust in any manner. DO NOT use on soft surfaces, like a bed, where openings may become blocked.
15. To disconnect heater, turn controls to Off, then remove plug from outlet.
16. Avoid the use of an extension cord because the extension cord may overheat and cause a risk of fire. However, if you have to use an extension cord, the cord should be No. 14AWG minimum size and rated not less than 1875 watts.
17. If the heater will not operate, see specific instructions on Auto Safety Shut-off.
18. DO NOT attempt to repair or adjust any electrical or mechanical functions on this unit. Doing so will void your warranty. The inside of the unit contains no user serviceable parts. All servicing should be performed by qualified personnel only.
19. DISCONTINUE USE IF PLUG OR OUTLET IS HOT. RECOMMEND OUTLET BE REPLACED IF PLUG OR OUTLET IS HOT TO TOUCH.

**PLEASE SAVE THESE INSTRUCTIONS****CONSUMER SAFETY INFORMATION**

THIS PRODUCT IS EQUIPPED WITH A POLARIZED AC PLUG (a plug having one blade wider than the other). This plug will fit into the power outlet only one way. If the plug does not fit fully

into the outlet, reverse the plug. If it still does not fit, contact qualified personnel to install the proper outlet.

**DO NOT DEFEAT THE SAFETY PURPOSE OF THIS POLARIZED PLUG IN ANY WAY.**

**PLEASE READ AND SAVE THESE IMPORTANT SAFETY INSTRUCTIONS****TECHNICAL SPECIFICATIONS**

Wattage: 1500W/ (+ 5% - 15%)  
Working Voltage: 120V AC/60 HZ

**AUTO SAFETY SHUT-OFF**

This heater is equipped with a patented, technologically-advanced, safety system that automatically shuts off the current to the heater when a potential overheat temperature is reached. The heater can only resume operation when you reset it.

**To Reset the Heater**

- If your heater shuts down, follow these steps:
1. Turn Mode to OFF and Thermostat to High.
  2. Unplug the heater and wait 30 minutes.
  3. Plug in the heater and turn the Mode to High
  4. Your heater should now be operating properly.

**Tip-Over Shut-Off**

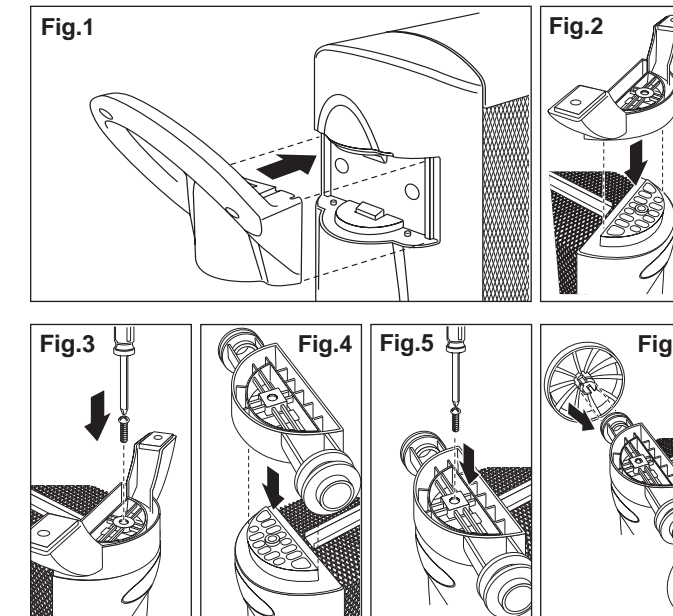
If the heater is knocked over, it will instantly shut off. To reset, simply place the heater in an upright position and turn ON the heater.

**ASSEMBLY INSTRUCTIONS****Handle / Wheel / Front Foot Assembly**

There are two wheels, one axle, one front foot, two screws, and a handle packed within the box that you will need to attach to the heater (Please refer to Fig.1 - 6).

1. Using force, attach the provided handle to the front housing of the heater (as shown in Fig.1). The handle will snap into place and was not meant to be taken apart after attached to the heater.
2. Turn the heater upside down.
3. Place the foot onto the bottom of the front housing (same side as control panel and as shown in Fig.2). Secure the foot with one of the provided screws (as shown in Fig.3).
4. Place the wheel axle onto the bottom of the back housing (same side as power cord and as shown in Fig.4). Secure the axel with the second provided screw (as shown in Fig.5).
5. Using force, insert a wheel into one of the two holes of the axel (repeat with second wheel) (as shown in Fig.6). They will snap into place and are not meant to be taken apart after attached to the axle.

**NOTE:** This unit cannot operate without the feet properly secured on the bottom of the heater.

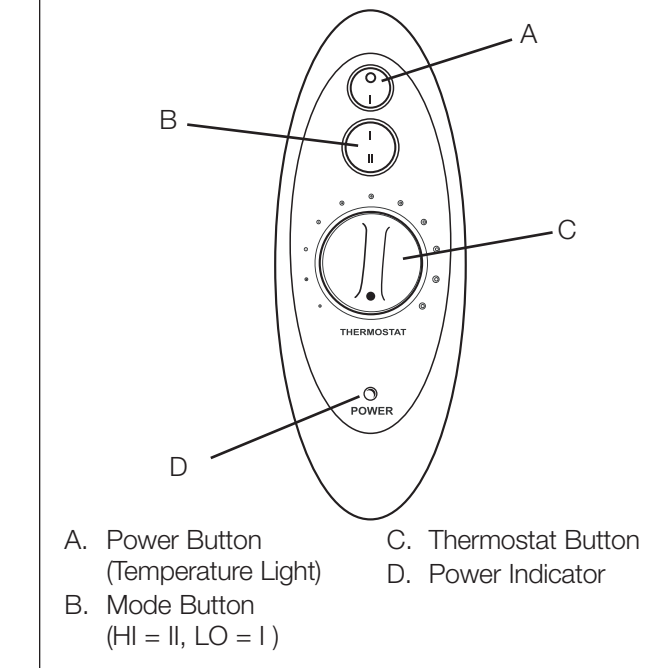
**PRE-OPERATING INSTRUCTIONS**

1. Carefully remove your heater from the box.
2. Make sure the heater is OFF before plugging the heater into the outlet.
3. Place the heater on a firm, level surface.
4. Avoid overloading your circuit by not using other high wattage appliances in the same outlet. At 1500 Watts, this unit draws 12.5 Amps.

**SETTING THE THERMOSTAT**

1. Before setting the Thermostat, turn the Mode Button to HI and allow the heater to warm up the room.
2. When the desired comfort level is reached, lower the Thermostat until the heater stops.
3. The control now maintains the selected comfort level by automatically turning the heater ON and OFF.
4. The Temperature light turns on and remains lit when the selected comfort level is reached.

**NOTE:** It is normal for the heater to cycle ON and OFF as it maintains the programmed temperature. To prevent the heater from cycling, raise the thermostat setting.

**Fig.7****CLEANING/MAINTENANCE**

Always unplug the heater before cleaning.

- Lightly run a vacuum cleaner nozzle over the heater grill to remove any dust or dirt that may have accumulated.
- Carefully wipe the heater with a soft, damp cloth. Please be very cautious near the heating elements.
- NEVER use abrasive or flammable solvents to clean the heater.
- After cleaning, be sure to completely dry the heater with a cloth or towel.
- Store your heater in a cool, dry location.

**TROUBLESHOOTING**

**If your heater fails to operate, unplug the heater and:**

- Make sure the electrical outlet and circuit breaker are working.
- Check for obstructions. If you find an obstruction, turn OFF and UNPLUG the heater. Carefully remove the obstruction and follow the reset instructions.
- Check the thermostat setting; it might be set too low. Turn the thermostat dial clockwise until the heater restarts.
- Make sure the Mode Control is on the Lo or Hi setting.

**Please DO NOT attempt to open or repair the heater. Please see the Warranty for Service Instructions or call our Consumer Services Department at 1-800-253-2764.**