

FAQ – Will Oil Premium

F1: What is Will and where does the brand come from?

A1: Will is a Norwegian brand focusing on designing and developing beautiful and functional heating products. Will offers unique, minimalistic heaters with the most modern technology and is loved by people who appreciate design.

F2: What are the benefits of an oil filled radiator compared to other types of heaters?

A2: Gentle, comfortable heat because the heating element is covered by a closed structure, which means that it does not burn dust. Further, because of the closed heating element Will Oil does not dry the air.

AB-H2000TIM and AB-H2000WIFI

F1: What are the benefits of Will Oil?

A1:

1. Elegant, Scandinavian design with beautiful rounded edges, slightly curved fronts and a bold middle section in black
2. Will Heat Boost Technology (please see F2 below)
3. AB-H2000TIM: Electronic thermostat with timer (please see F3 below), AB-H2000WIFI: Electronic thermostat with integrated WiFi
4. Tip-over switch (turns itself automatically off if it tips over)
5. Over heat protection (turns the power off if it gets over heated, please see F7)
6. Easy to use control
7. High quality aluminum feet
8. Three power settings

F2: What is Will Heat Boost Technology?

A2: Will Oil has a closed structure around the normal oil filled fins. This creates a huge difference in terms of providing heat. The design of the heater itself forces the hot air to rise through the hot fins. This increases the speed of the hot air and results in faster and more efficient heat distribution in the room.

F3: What type of thermostat does the heater have?

A3: Digital thermostat. AB-H2000TIM has timer, AB-H2000WIFI has integrated WiFi.

F4: Does Will Oil have different power settings and what are they?

A4: Yes, it has three power settings; 800W, 1200W and 2000W. You choose the power setting by pushing in the control button marked with 3 waves.

F5: What is the range of temperatures I can set the heater to?

A5: The temperature range is 5-35 degrees Celsius.

F6: What happens if the heater tips over?

A6: The heater turns itself automatically off if it tips over.

F7: What happens if the heater is over heated?

A7: The power and display will still be on, however, the heater will turn off the power used for the heating element until it has cooled down.

F8: My heater does not heat; what do I do?

A8: Reset your heater (please consult the user manual for instructions for resetting the heater). When the heater is reset you run a test by setting your desired temperature to 35 degrees Celsius (max). You should start feeling the heat within a couple of minutes. If the heater doesn't emit heat, please consult customer service.

F9: What is temperature calibration?

A9: The heater itself has a temperature sensor. Since the product emits heat, this sensor can be affected by this heat, and thus record slightly different temperatures than the room actually has. In order to correct this, the heater is equipped with a function allowing you to adjust for this effect.

F10: How to I calibrate my heater?

A10: Push the setting button 2 times and then use + or – to set the actual room temperature. You confirm by pushing once on the control button (the button with 3 waves on it). The heater will automatically save after 15 seconds if no buttons are pushed.

F11: How do I reset the heater?

A11: Turn off the heater's main switch. Press and hold the control button (the button with 3 waves on it) while you turn on the heater's main switch.

F12: What happens with my heater after a power outage?

A12: The heater remembers all your settings regarding temperatures, and it will automatically go back to the last desired temperature you set before the power outage (for example: You had the desired temperature set to 22 degrees Celsius. After the power outage it will return to 22 degrees Celsius).

F13: Can the heater still be on even though I am not home?

A13: Yes, and we encourage you to use the timer (AB-H2000TIM) or WiFi APP (AB-H2000WIFI) to use as little power as possible when you are away, but still have your room nice and warm when you return.