# FAQ – WILL CONVECTION

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 a convection heater compared to other types of heaters?

A2: Convection heaters use a highly efficient wire heating element, that enables the heater to give out heat instantly and with high power (2000 W). It does not give out any sound, which makes it a lot more suitable than for example fan heaters. In addition, the top models of Will Convection SG2000LED even has a fan inside, which will further increase the heat distribution. Will Convection are portable heaters, and are thus easy to move around to rooms/spaces you need heat.

**SG2000LED**

F1: What type of thermostat does the SG2000LED have?

A1: These models have an LED display where you set your desired room temperature. You will also be able to set your desired power level and activate the fan.

F2: What is the difference between SG2000LED and SG2000MEC?

A2: The key difference is that SG2000MEC is our basic model for Will Convection. Eventhough it is a basic model, it has a gorgeus white, plastic foot and a reliable mechanical thermostat, while SG2000LED have an electronic thermostat, high quality aluminum feet and a fan inside for more rapid heat distribution.

F3: Does the SG2000LED/MEC have different power settings and what are they?

A3: Yes, they have 3 power settings: 750, 1250 and 2000 W.

F4: What is the range of temperatures on SG2000LED?

A4: You can set the desired temperature in the range of 5 – 35 degrees Celcius.

F5: Does the SG2000LED have a fan?

A5: Yes, it has a fan to increase the heat distribution in the room.

F6: Is the fan active when the heater does not heat?

A4: No, the fan will turn itself automatically off when the heater has reached your desired temperature. When the heter starts to heat again, the fan will also start automatically.

F7: What is temperature calibration?

A7: The heater has a built in temperature sensor to register the room temperature. Since the temperature sensor is placed on a product that generates heat, it will sometimes be influenced by itself. To correct this effect, you can manually edit the registered temperature to what the correct room temperature is. Thus, the heater will be able to heat very presise.

F8: How do I calibrate my convection heater?

A8: To calibrate you hold in the power level button (the button with 3 waves on it) for 5 seconds. This will activate the temperature calibration mode. The display will start to blink and you will tell the heater the correct room temperature. Confirm by pressing once at the power level button.

F9: What do I do if this sign turns up in display #?

A9: This means that the heater does not have connection with the temperature sensor. Please contact JD.com or Flying Fish. Please see the user manual for contact information.

**SG2000MEC**

F1: What type of thermostat does the SG2000MEC have?

A1: This model has a mechanical thermostat where you set your desired temperature on a scale from Minimum to High.

F2: Does the SG2000MEC have different power setting and what are they?

A2: SG2000MEC has the same power settings as SG2000LED. The 3 power settings are: 750, 1250 and 2000 W.

F3: Does the SG2000MEC have a fan?

A3: No, it does not.

## General

F1: What happens when either of the SG2000 tip over?

A1: If the heater tips over, it will automatically stop heating.

F2: What happens if either of the SG2000 is over heated?

A2: If the heater is over heated (for example a blanket is blocking the air outlet), the heater wil automatically stop.

F3: Is it possible to get new buttons (temperature, power) if it's broken?

A3: Yes, Flying Fish will have a stock of spare parts.

F4: Can we leave the heaters unattended?

A4: Will Convection is a series with a high power heating element that gives off instant heat. It should therefore only be used when someone is home.