

TCP

Thermal fluid energy efficient radiator
with WiFi

EN **INSTALLATION AND USER MANUAL**
Page 02

GUARANTEE

10

YEARS

3

YEARS

ON THE BODY

ON ELECTRONICS



INDEX

1. General Warnings
 2. Warranty
 3. Technical Support
 4. Radiator Installation
 5. Screen and Keypad
 6. Features and Programming
 - 6.1. Menu and Functions
 - 6.2. Programming
 - 6.3. Keypad Lock
 - 6.4. Pairing with the App
 - 6.5. Common Issues and Errors
 7. Maintenance and Cleaning
 8. European Directive (WEEE) 2012/19/EU
- Technical Information
- EU Declaration of Conformity
- ERP Directive – Commission Regulation



1. GENERAL WARNINGS

- This radiator may be used by **children aged 8 and above**, and by **individuals with reduced physical, sensory or mental capabilities, or lacking the necessary experience or knowledge**, provided they are properly supervised or have been given clear instructions on how to use the device safely and understand the associated risks. 
- **Children between the ages of 3 and 8** should only be allowed to switch the radiator on or off if it is installed in its normal operating position and under the direct supervision of an adult.
- Children under 3 years of age must be kept away from the appliance unless continuously supervised.
- The radiator must not be used in enclosed areas where **individuals who cannot leave the room unaided are present**, unless under continuous supervision.

SYMBOLS



DANGER



**DO NOT
COVER**



**HOT
SURFACE**



**FOLLOW MANUAL
INSTRUCTIONS**

DO NOT COVER

- **WARNING:** The radiator **must not be covered**, as there is a risk of overheating if it is used, for example, to dry clothes. Objects that obstruct airflow, volatile substances, spray cans or similar items must also not be placed closer than 250 mm to the radiator. In the case of bulky furniture, curtains, textiles, or other potentially flammable materials, **this minimum distance shall be one metre**. 

HOT SURFACE

- **CAUTION:** Some parts of the radiator may reach high temperatures during operation and can cause burns. **Do not touch the outer surfaces while the appliance is switched on.** 
- Particular attention must be paid when children or vulnerable persons are present.
- When using electrical appliances, it is essential to take precautions to reduce the risk of fire, electric shock, or personal injury. Never insert fingers, body parts, or any objects into the radiator.
- Make sure the voltage indicated on the product's technical label matches the electrical supply at the installation location.
- To prevent choking hazards, **keep plastic bags and accessories out of the reach of babies and small children.** 

MAINTENANCE

- **Children aged between 3 and 8 years** must not plug in, adjust, or clean the appliance, or carry out any maintenance operations.
- Before performing any cleaning or maintenance task, **the radiator must be disconnected from the power supply and allowed to cool down to room temperature.**
- **Do not use chemical cleaning agents**, abrasive cloths, hard-bristle brushes, or wire/steel wool.
- Any **repair or maintenance** involving the opening of the unit **must be carried out by authorised Voltomat personnel**. If a fluid leak is detected, it must also be reported. Only official replacement parts approved by the manufacturer should be used.
- Before first use, **at the start of each winter season**, or after several days of inactivity, **it is recommended to clean the appliance** following the instructions in the "Maintenance" section (Section 8). 

DAMP ENVIRONMENTS

- This radiator has an **IP24 protection rating** and is suitable for use in bathrooms. However, it must not be installed near bathtubs, showers, taps, sinks, swimming pools, or any other bodies of water. It must also not be installed in locations where the radiator, its switches, or control panel could be reached from within a wet area.
- **Never operate the device with wet hands.** Do not place containers with water (such as glasses, vases, etc.) on or near the radiator. 

INSPECTION & INSTALLATION

- Do not use the radiator if **it has been dropped or appears visibly damaged.**
- If using a wheel accessory to convert the unit into a portable version, it must be placed on a flat, stable surface.
- If the power cable is damaged, it must be replaced only by Voltomat or authorized personnel to prevent hazards.
- If the device does not include a plug and power cable, installation must be carried out by a qualified professional, connected separately from the home's power network, and in accordance with category III overvoltage requirements. It must also allow for complete disconnection of the unit.
- Do not use knives or sharp tools to open the packaging. Voltomat is not responsible for any damage caused by improper unpacking.
- The heating appliance must not be installed directly below a power socket.
-

ADDITIONAL RECOMMENDATIONS

- Voltomat is not liable for installations with incorrect product dimensions unless a certified technical study has been followed.
- **Do not sit or place weight on the radiator.**
- **The radiator may emit occasional sounds during heating or cooling.** This is not a malfunction but a result of thermal expansion and contraction of materials.
- When disposing of the product, follow current waste and recycling regulations. Refer to the RAEE section (Section 9) for details.
- **WARRANTY:** To avoid any issues with documentation when reporting a fault, we recommend to follow the instructions in the Warranty section (Sections 3 and 4).
- **For more information, refer to the digital manual by scanning the QR code (see index).**

2. WARRANTY

TCP guarantees the product is free from design or manufacturing defects at the time of purchase. Warranty coverage includes:

- **10 years for the aluminum body (120 months)**
- **3 years for electrical and electronic components (36 months)**

The warranty applies from the date of purchase (or delivery if later), as long as the product has not been modified and all conditions are met.

Locate the silver label with the model and serial number before installation.



3. TECHNICAL SUPPORT

For technical enquiries or to report a fault, you can contact us through the following channels:

- Email: customerservice@tcp.eu
- Phone: +44 (0) 1536 201503
- Web: <https://tcp.eu/>

To process a support request, please provide:

Product reference (REF), serial number (S/N), proof of purchase, description of the issue, photos or a short video of the issue, if possible.

If your warranty has not been registered, you must have this information ready when contacting support. Our technicians may request additional details to help identify and resolve the issue.

4. INSTALLATION OF THE RADIATOR

BEFORE YOU BEGIN

We recommend using a trusted approved installer.

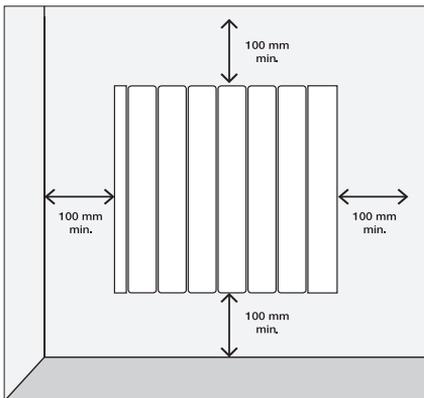
PRELIMINARY INFORMATION

Before starting installation, locate the silver label on the rear of the radiator. It is important to note down the model reference and serial number, as they will be required to register your warranty.

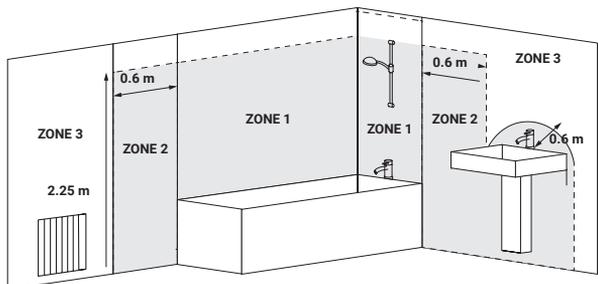
IMPORTANT CONSIDERATIONS

Don't install the radiator:

- Above or below a fixed socket outlet.
- Beneath a shelf.
- Outdoors.
- In direct contact with power cables.
- The use of cutters or sharp objects is not recommended.
- Less than one metre away from a bulky piece of furniture acting as a screen, such as a sofa or a wardrobe.



The radiator can be installed in **bathrooms** but only in Zone 3. It must not be placed near showers, bathtubs, or taps. Ensure that the screen, keypad, or radiator itself cannot be reached from areas exposed to water.



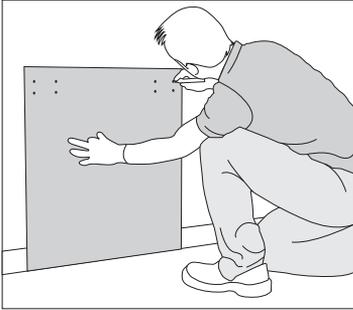
IMPORTANT

This product is designed for wall-mounting indoors, using the template and installation kit provided in the packaging.

In accordance with BS7671, all electrical devices with a rated power exceeding 3 kW or a current rating above 13 A must be connected through a circuit protected by a double-pole switched fuse. This ensures safe isolation of both live and neutral conductors and protects the installation against potential overloads or faults. Failure to comply with this requirement will void the product warranty. It is the responsibility of a certified installer to ensure that the connection complies with current UK electrical regulations.

The product must be wall-mounted in the position shown in the diagram using the provided brackets and fixings. To prevent overheating due to obstruction, the product must be installed respecting the minimum clearances shown.

INSTALLATION STEPS



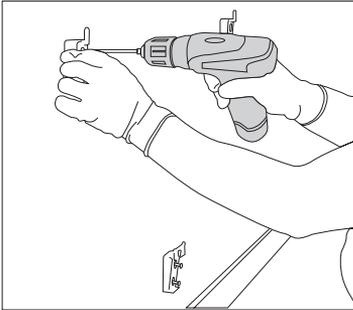
1.

Open the installation kit and ensure you have: brackets (top and bottom), screws and wall plugs, cardboard template.

2.

Choose a suitable spot on the wall. Place the template and mark the bracket positions, maintaining the following minimum distances: 25 cm from volatile substances, 1 m from curtains, textiles, or bulky furniture, and 60 cm from the floor.

Use the floor as the reference, not the skirting board.



3.

Remove the template and drill carefully into the marked positions.

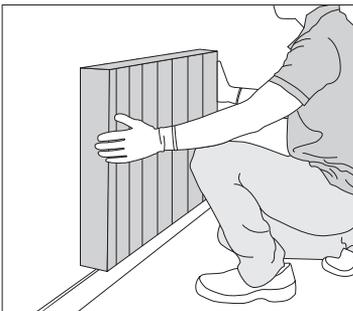
4.

Fix the top brackets using the provided wall plugs and screws. Then install the bottom bracket.

The bottom bracket has a different design for easy identification.

5.

Slide the radiator down onto the brackets until it is securely in place.



6.

Use a spirit level to check the alignment and adjust if necessary.

7.

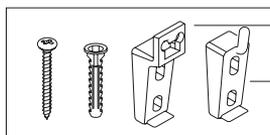
Connect the product to the power supply and switch it on.

8.

Refer to sections 6 & 7 for operating instructions.

REQUIRED TOOLS

Drill, rubber mallet,
spirit level, pencil.



Bottom bracket

Top bracket

5. SCREEN & KEYPAD

- Comfort mode selected (19°C – 30°C) 
- Eco mode selected (7.5°C – 18.5°C) 
- Anti-frost mode selected (7°C) 
- Automatic mode (programming) active 
- Manual mode active 
- Pilot wire mode active 
- Keypad lock active 
- Consumption indicator GREEN = Setpoint temp. $\leq 18.5^\circ\text{C}$ 
- Consumption indicator YELLOW = Setpoint temp. $\geq 19^\circ\text{C}$ & $\leq 24^\circ\text{C}$ 
- Consumption indicator RED = Setpoint temp. $\geq 24.5^\circ\text{C}$ 
- Heating element active 
- Current day of the week Tuesday
- Current time 9:00



-  24h programming bar
-  14:23 Timer
-  Early start active
-  Open window detection active
-  21.0°C Setpoint temperature
-  Wi-Fi signal strength
-  Heating element maintaining temperature
-  Power On/Off/Select
-  MAN AUTO Change operating mode
-  Gear Function menu / Back
-  ^ Increase temperature / Scroll up
-  v Decrease temperature / Scroll down

6. FUNCTIONALITY AND PROGRAMMING

6.1. MENU AND FUNCTIONS

SETTINGS



DATE AND TIME



SCREEN BRIGHTNESS



NIGHT MODE



SOUND SETTINGS



PRODUCT LANGUAGE



POWER OFF

USER



4 PRESET PROGRAMMES



PROGRAMMABLE VIA DEVICE OR APP



EARLY START



TIMER FUNCTION



OPEN WINDOWS



LIMITED MODE

19°C

BALANCE MODE

CONNECTIONS



BLUETOOTH SETTINGS



BLUETOOTH PAIRING



WI-FI CONNECTION



PRODUCT INFORMATION



PILOT WIRE



FIRMWARE UPDATE

INFORMATION

V.09

FIRMWARE VERSION



PRODUCT METRICS

6.2. PROGRAMMING

This product includes the option to programme its behaviour 24 hours a day, 7 days a week, to suit your needs.

It comes with four preset programmes, but if none of them match your requirements, you can also create a custom schedule.

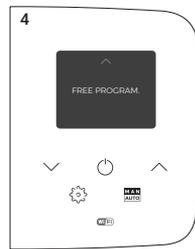
COMFORT	
ECO	
OFF	

PRE-PROGRAMMING 1		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
M - F																									
S - S																									

PRE-PROGRAMMING 3		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
M - S																									

PRE-PROGRAMMING 2		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
M - F																									
S - S																									

PRE-PROGRAMMING 4		0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
M - F																									
S - S																									



Press  to confirm. Use   to configure.

6.3. KEYPAD LOCK

TO ACTIVATE:  Press and hold  +  for at least 3 seconds.

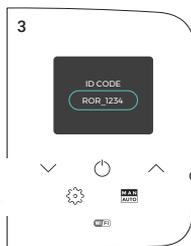
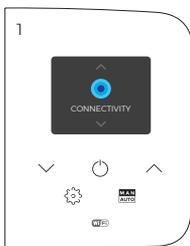
TO DEACTIVATE:  Press and hold  +  for at least 3 seconds.

6.4. PAIRING WITH THE APP

Get your smartphone ready and make sure Bluetooth is enabled.

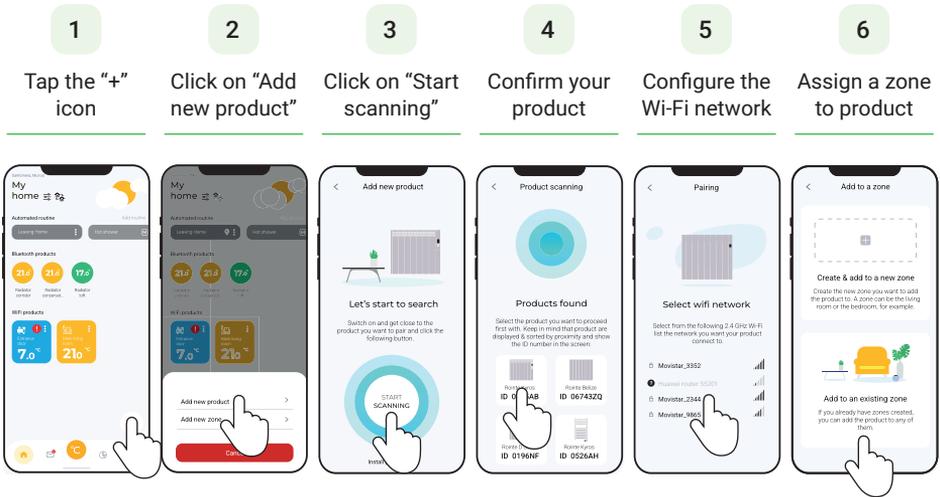
Install the TCP Smart Plus app (download the app scanning the QR code).

Open the app, find your new heater, and activate the pairing screen.



confirm in the app

TCP WIFI DIGITAL RADIATOR



6.5. COMMON ISSUES

SYMPTOM DETECTED	CHECK THE FOLLOWING
Does not switch on	<ul style="list-style-type: none"> • Check the plug is properly connected. • Check the power supply (for example, plug in another appliance). • If a sound is made when pressing the keys, check the backlight.
Does not heat	<ul style="list-style-type: none"> • Increase the setpoint temperature to maximum and wait 20 minutes. • Make sure it is not in Anti-frost mode.
Switches off on its own	<ul style="list-style-type: none"> • The screen backlight. • If a timer is active. • Confirm that Manual Mode is activated.
Makes noise	<ul style="list-style-type: none"> • Check if the radiator is level. • Expansion noises during heating are normal and should disappear.
Unpleasant smell	<ul style="list-style-type: none"> • Check that the radiator surface is clean. • Ensure there is no dust build-up between the elements.
Does not reach desired temperature	<ul style="list-style-type: none"> • Check for air drafts that may affect the temperature sensor. • The window insulation and ensure doors are closed.
Does not connect to the app	<ul style="list-style-type: none"> • Confirm that the Wi-Fi network configured on the radiator is 2.4 GHz. • Ensure the app is up to date and has location permissions enabled. • Make sure Bluetooth is activated.
Fluid leak	<ul style="list-style-type: none"> • Look for visible cracks or impact damage. • May be due to incorrect handling or transport.

ERROR CODES	MEANING
"ER.01"	Ambient sensor reading error or failure.
"ER.02"	Contact sensor reading error or failure.
"ER.03"	Consumption sensor reading error or failure.
"ER.04"	No current output from heating element.
"ER.05"	Button failure in auto-test (This error only occurs during factory verification).
"ER.06"	Device has not connected to the server for 30 minutes. Press the power button. The error code will disappear. If the error returns after another 30 minutes, check the Wi-Fi connection—especially that the network name or password has not been changed.

If the issue does not match the above, contact TCP Support Team +34 868 990 002 or email: support@smart-heating-solutions.com.

Error codes starting with "ER.0_" will disappear from the screen when the power button is pressed. Turn off the radiator and wait at least 5 minutes before switching it back on. If the code reappears, please contact Technical Support.

7. MAINTENANCE AND CLEANING

This product does not require routine maintenance. However, it is recommended to clean the rear side at the beginning and end of the heating season (autumn-winter), and more frequently (every 1–2 weeks) during extended periods of use. Failure to clean the unit regularly may result in marks or stains on the wall due to dust drawn into convection currents.

Cleaning instructions:

- Ensure the radiator is switched off and has cooled to room temperature.
- Use a damp cloth with neutral pH soap.
- The screen should be cleaned with a dry cloth only.
- Do not use chemical products, abrasive cloths, hard-bristle brushes, or wire/steel wool.

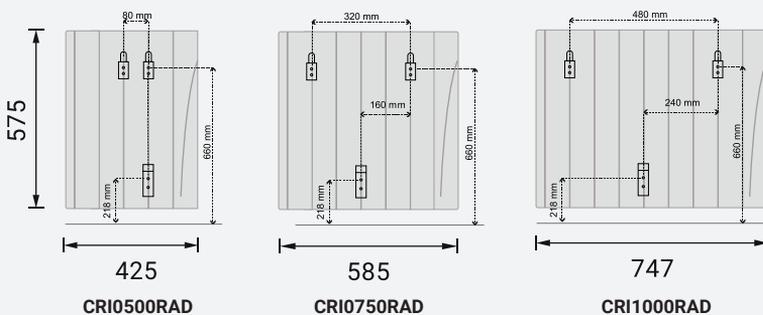
8. WEEE DIRECTIVE 2012/19/EU

- This product must not be disposed of in standard household waste containers.
- Follow the regulations concerning oil disposal.
- Deliver it to an authorised selective collection point to facilitate recycling and reduce environmental and health impacts.

European Directive 2012/19/EU on Waste Electrical and Electronic Equipment (WEEE): all Voltomat products bear the crossed-out wheeled bin symbol, reminding users of the obligation to ensure correct waste management. For more information, please contact your local authority or the retailer.

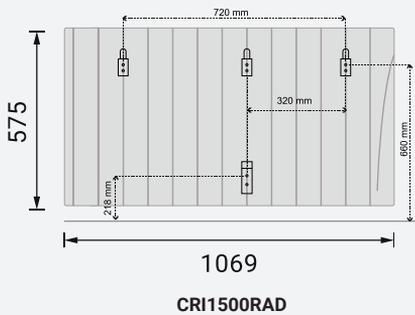
TECHNICAL INFORMATION

MODELS	UD.
TECHNICAL FEATURES & FINISHES	
Depth	mm
Installed depth	mm
Weight	Kg
Finishes	
ELECTRICAL CHARACTERISTICS	
Nominal power	W
Voltage	V
Frequency	Hz
Current	A
Connectivity	
SAFETY & INSTALLATION	
Safety thermostat	
IP Protection	
Template & installation kit	





CRI0500RAD	CRI0750RAD	CRI1000RAD	CRI1500RAD
98	98	98	98
120	120	120	120
8	12	16	24
White RAL 9016			
500	750	1,000	1,500
230 ~V	230 ~V	230 ~V	230 ~V
50	50	50	50
2.2	3.3	4.3	6.5
Wifi 2.4 GHz IEEE 802.11 b/g/n, Bluetooth 5 (LE)			
✓	✓	✓	✓
IP24	IP24	IP24	IP24
✓	✓	✓	✓



ERP. COMMISSION RULES OF PROCEDURE (EU) 2015/1188

ITEM	SYMBOL	UD.
HEATING POWER		
Nominal heat output	P_{nom}	kW
Minimum heating capacity (indicative)	P_{min}	kW
Maximum continuous heat output	$P_{max,c}$	kW
AUXILIARY ELECTRICITY CONSUMPTION		
Nominal heat output	e_{MAX}^{el}	kW
Minimum heating capacity (indicative)	e_{MIN}^{el}	kW
In stand-by	e_{SB}^{el}	kW
TYPE OF HEAT OUTPUT		
Electronic indoor temperature control and weekly timer		
OTHER CONTROL OPTIONS (SEVERAL CAN BE SELECTED)		
Indoor temperature control with open window detection		
With adaptive start-up control		
With operating time limitation		
With remote control option		
SEASONAL ENERGY EFFICIENCY PERFORMANCE	η_s	
CONTACT INFOMATION		



CRI0500RAD	CRI0750RAD	CRI1000RAD	CRI1500RAD
0.5	0.7	1.0	1.5
N.A.	N.A.	N.A.	N.A.
0.5	0.7	1.0	1.5
0.5	0.7	1.0	1.5
0.0	0.0	0.0	0.0
<0.0008	<0.0008	<0.0008	<0.0008
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
✓	✓	✓	✓
50.52%	50.52%	50.52%	50.52%

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DECLARATION OF CONFORMITY

The company: © **Technical Consumer Products Limited**

Unit 1 Exchange Court Cottingham Road Corby, Northamptonshire - NN17 1TY, UK

Declares under his responsibility:

Product: Radiator TCP Smart WiFi with thermal fluid

Models: CRI0500RAD / CRI0750RAD / CRI1000RAD / CRI1500RAD.

General specifications:

230VAC, 50Hz, IP24, CLASS I

To which this declaration relates is in conformity with the provisions of the following relevant Standard(s)/ Specification(s)/Directive(s):



**ErP Directive
2009/125/CE** UE 2024/1103

**LVD Directive
2014/35/EU**

EN 60335-1:2012 + AC:2014 + A11:2014 + A13:2017 + A1:2019 + A2:2019 + A14:2019 + A15:2021 + A16:2023
IEC 60335-2-30:2009 + A1:2016 + A2:2021
EN 60335-2-30:2010 + A11:2012 + A1:2020 + A12:2021 + A2:2023 + A13:2023
IEC 60335-1:2020 + COR1:2021

**EMC Directive
2014/30/EU**

EN IEC 55014-1:2021 / EN 55014-2:2021
EN IEC 61000-3-2:2019 + A1:2021 + A2:2024
EN 61000-3-3:2013 + A1:2019 + A2:2021 + AC:2022-01
EN 301 489-1 V2.2.3 / EN 301 489-17 V3.2.4

**RoHS Directive
2011/65/EU**

EN IEC 62321-1:2013 / EN IEC 62321-12:2023/ EN IEC 62321-3-4:2023
IEC 63000:2022

RED 2014/53/EU

EN 300 328 V2.1.1 / EN 301 489-1 V2.2.3 / EN 301 489-17 V3.2.0
UNE-EN IEC 62368-1:2020 / EN 62479:2011

The company declares that the above equipment has been designed to comply with the relevant sections of the above specifications. The equipment complies with all applicable essential requirements of the Directives.

Name: Jose A. Fernández
Position: Product Manager

Name: Lourdes Coll
Position: Quality Manager



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