



**Custom Heaters & Research  
Bulk Materials Digital Heating Jacket  
Instruction Manual**

54 Elizabeth Street  
Building #10  
Red Hook NY 12571

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[Customheatersandresearch.com](http://Customheatersandresearch.com)

## Cautions and Warnings

Although this Heating Jacket is designed for outdoor operation, as with all electrical devices there is a risk of electric shock which can result in injury or death. Be sure the plug connection is not in standing water or use caution when handling the plug during wet weather.

DO NOT use the Heating Jacket if there are any visible signs of damage.

This product is intended for the heating of the bulk materials while the heater is installed on the supplied frame; no other use is approved.

Bunching, folding or over-lapping heated areas of the Heating Jacket will result in over-heating. This can result in damage to the Heating Jacket. Read the section on How to Install for specific information.

Be sure to use the proper electrical voltage as your power supply.

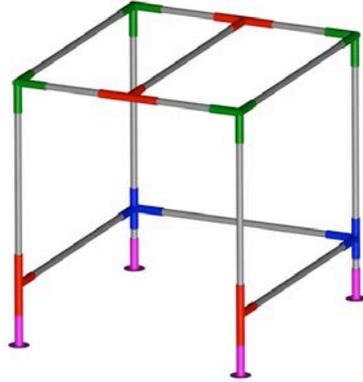
This product is designed and constructed as follows:

- 120v, single phase power
- 1750 watts of power, consuming 14.59 amps

## How to Install

1. Fit the Heating Jacket around the frame and draw snug possible to ensure the heater is not bunched up. Attach via the Velcro closures & supplied straps.
2. Once properly installed energize the Heating Jacket by plugging it into the proper power supply (120v, single phase).
3. Set the Digital Thermostat to the desired temperature.

\*\*\*ONLY energize the Heating System when it is properly installed or it can be damaged or ruined.



## SETTING THE DESIRED TEMPERATURE (SETPOINT)

To view and adjust the set point, follow these steps:

Allow the controller to go through the start up procedure (about 10 seconds). Then press the MENU button and the “Off” Setting will appear. This is the temperature you desire the heater to turn OFF.

Press the MENU button again. The current Set Point (the temperature at which the heater will Turn Off) is displayed.

Press the Up or Down button to adjust the Set Point temperature (maximum allowable depends on the heater design). 165F, 212F or 248F depending on model.

Press the MENU button to save, “Off” will appear again.

Press the Up & Down arrows at the same time to Exit the programming.

The display then returns to the sensor reading temperature (Process Value)

The Drum Heater has a NEMA4X (watertight) high-impact plastic enclosure. It does not require any additional internal wiring. It is pre-wired.

High voltages may be present at AMP electrical terminals and other exposed internal metal surfaces. DO NOT open the Digital Controller for any reason, high voltage is present inside the case, no repairs will be possible outside the Factory. Should a malfunction occur, the entire unit needs to be returned to be evaluated and/or repaired.

## How to Store

CHR Heating Jackets are built tough to handle life in the field, however if they are cared for they will last longer. We suggest the life expectancy of the product to be 5 years or more, but have seen many last much longer!

Store the Heating Jackets flat or rolled up loosely, but try not to fold over and make hard crease.

Do NOT crush the Heating Jackets placing something heavy on top of them

## Troubleshooting

### ELECTRICAL / HEATING PROBLEMS

**NOT HOT ENOUGH:** If the Heating Jacket seems not be getting hot enough, check it with an infrared temperature sensor. If it is determined to be operating low, try to ensure that the adequate Amps or Watts are available and that voltage is correct. If less than proper 115 Volts the heater will operate at less than their potential. Extra long extension cords should not be used, whereas voltage will drop over the length of the cord. A proper heavy-duty extension cord should be used.

**TOO HOT:** If it is thought the heater is too hot, check with infrared temperature sensor. If it is determined that it is actually running too hot send the Heating Jacket to us for calibration or repair.

**POWER CORD PULLED OUT:** This should ONLY be done by a CHR technician. More damage is usually done by someone trying to make a "quick-fix".

**MELTED THROUGH:** If the Heating Jacket is melted, this is a sign of either improper installation or a malfunction with the warmer and should be taken seriously.

You should not use the Heating Jacket at all until it can be checked by a technician at CHR Inc.

## **Warranty Information**

All CHR products come with one-year warranty from date of purchase.

Warranty cards should be filled out and sent to our physical address within 30 days of purchase.

CHR will, at their option, repair or replace defective products free of charge during the warranty period, including standard UPS shipping within the USA to the customer. This includes ANY flaw during the manufacturing process including normal heat-up, temperature accuracy or failure.

The warranty only excludes misuse or abuse to the product, such as:

- Leaving the Heating Jacket plugged in or energized while NOT mounted on a tank.
- Bunching or folding the Heating Jacket over during operation.
- Using to heat an incorrect object, over-lapping the Heating Jacket.
- Stepping on, driving over or crushing the Heating Jacket.

## **REPAIRS AND WARRANTY CLAIMS**

The physical address of CHR is:

54 Elizabeth Street  
Building #10  
Red Hook, New York 12571

Warmers should be sent via UPS or Federal Express and have the following information included in the box:

Name:

Date:

Mailing Address:

Day-time telephone:  
Problem or symptom:  
Date product is needed back (we will make best efforts):  
Method of payment: Credit Card or COD

## **WARRANTY CARD:**

Fill both out and return to our office:  
54 Elizabeth Street, Building #10, Red Hook New York 12571

PRINT LEGIBLY OR TYPE

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY/ STATE/ ZIP CODE \_\_\_\_\_

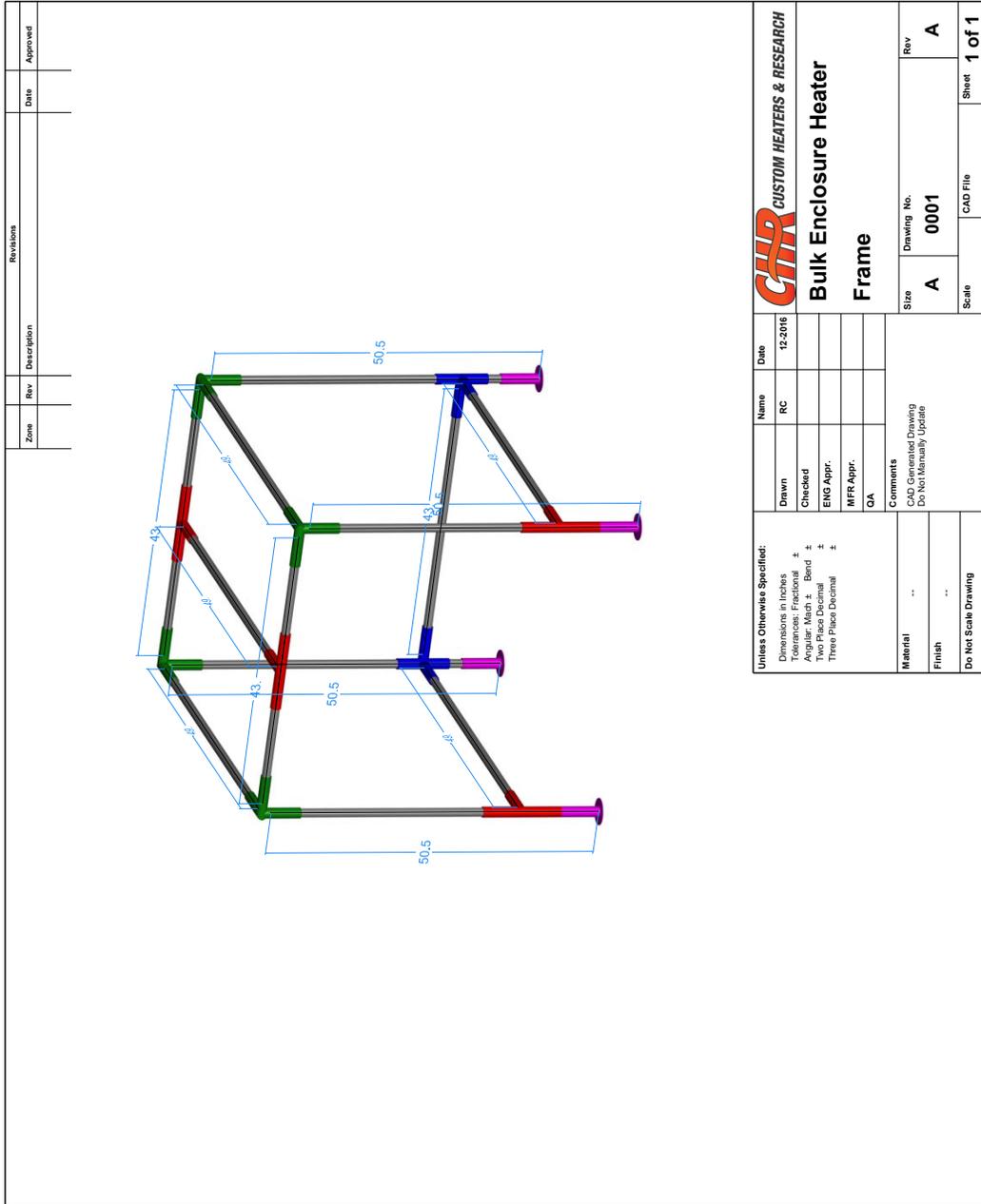
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MODEL: \_\_\_\_\_

SERIAL NUMBER: \_\_\_\_\_ (located on power-cord)

PURCHASED FROM: \_\_\_\_\_

# 2019 Bulk Frame Layout



Zone	Rev	Description	Revisors	Date	Approved

<b>Unless Otherwise Specified:</b> Dimensions in Inches Tolerances: Fractional ± Angular: Millit ± Bend ± Two Place Decimal ± Three Place Decimal ±		Name: RC Date: 12-2016	<b>CHP CUSTOM HEATERS &amp; RESEARCH</b> <b>Bulk Enclosure Heater</b> <b>Frame</b>
Drawn: _____ Checked: _____ ENG Appr.: _____ MFR Appr.: _____ QA: _____	Comments: CAD Generated Drawing Do Not Manually Update	Drawing No.: A 0001 Rev: A	Scale: _____ CAD File: _____ Sheet: 1 of 1
Material: .. Finish: .. Do Not Scale Drawing: _____			