

Frequently Asked Questions

Air Top Diesel Heater

2000ST

Evo 3900

Evo 5500

Question 1 – What power outputs are the heaters available in?

There are 3 models – 2kW, 3.9kW and 5.5kW

Question 2 – What voltage are the heaters available in?

12V and 24V

Question 3 – What are the dimensions of the heaters?

AT2000ST – 311 x 120 x 121mm (LxWxH)

AT3900 & 5500 (Evo) – 423 x 148 x 162mm (LxWxH)

Question 4 – How much diesel do the heaters use per hour?

Depending on the heater size, between 0.12L – 0.60L per hour. On average a heater needs 100ml diesel per hour, per kW

Question 5 – I have a petrol vehicle, can I still fit a heater?

Yes, our 12V models are also available in a petrol version

Question 6 – I have a caravan, can I still fit a heater?

Yes, Webasto supplies a separate fuel tank for this application

Question 7 – How many outlets can be run off one heater unit?

Depending on the size of the heater, 1 - 6 outlets

Question 8 – Can the heater be fitted to the outside of the vehicle?

Yes, as the heater unit is splash proof

Question 9 – Where can the heater be fitted inside the vehicle?

Installation of the heater is determined by the amount of available space, usually under the bed or in the dinette area.

Question 10 – Does the heater need to be mounted on a flat surface?

Yes, it can be mounted on a vertical or horizontal surface, which is achieved by using the available mounting bracket.

Question 11 – Does the heater get hot?

The heater itself will get hot directly around the warm air outlet.

Question 12 – How much power does the heater consume?

The AT2000ST uses as little as 14 watts during normal operation.

Question 13 – What type of controllers are available for the heaters?

A standard rotary control is supplied with all heaters.

An option for the Evo heater is the Multifunction Control, with features such as economical heating, boost heating, ventilation mode and high altitude mode.

Question 14 – Can the heater be used whilst driving the vehicle?

Yes, this is particularly useful for when people are travelling in the rear of a motorhome. It also ensures you arrive at your destination in an already warm vehicle.

Question 15 – Can the heater be used while we are sleeping?

Yes, the heaters are safe to run while you are sleeping at night, with adequate ventilation.

Question 16 – Do the heaters generate any unpleasant odours?

Thanks to continuous improvements in burner technology and fuel quality, exhaust odour is virtually unnoticeable.

Question 17 – Is there any exposure to a naked flame?

No, the flame is contained within the unit's combustion chamber.

Question 18 – Is it possible for the heater to flatten my house battery?

It is possible, however our heaters are fitted with a low voltage cut out.

Question 19 – How is the heater connected to the fuel tank?

**In caravans the heater is connected directly to a plastic fuel tank that we can supply.
With Motorhomes, fuel is taken from the vehicle's own fuel tank either via a T-piece or fuel standpipe**

Question 20 – Is it possible for the heater to drain all the fuel from the Motorhome's tank?

Yes, but only if the fuel hasn't been sourced correctly from the vehicle's fuel tank.

Question 21 – Are standard installation kits available?

Heater kits are supplied to customer's specific requirements ensuring that you only purchase the parts you actually need for your installation.

Question 22 – What size ducting is required?

Depending on the heater, either 60mm for the AT2000ST or 90mm for the Evo 3900 & Evo 5500

Question 23 – What is the maximum length of ducting I can use?

There is no restriction on the length, however the more bends in the system, the less heat and air flow at the outlets. A larger heater should be selected if the duct length is too excessive.

Question 24 – Can the ducting be bent?

Yes, it is a convoluted flexible duct specifically designed for high temperature applications. Acute bends should be avoided.

Question 25 – What type of outlets are available?

60mm, 80mm, 90mm, closeable vents, 45 degree and 90 degree louvers, as well as open vents (spider vents)

Question 26 – Can an outlet be installed in the bathroom?

Yes, a closeable vent is recommended

Question 27 – Does the exhaust need to have a muffler?

In an RV application, yes to minimise the inconvenience to fellow campers.

Question 28 – What is the maximum length of exhaust pipe that can be used?

3 meters

Question 29 – Where should the exhaust pipe be terminated?

Level to the outside edge of the vehicle, pointed away from the direction of travel

Question 30 – Does the heater come with a temperature sensor?

Yes, it is located on the return air side of the heater unit

Question 31 – What electrical connections are required for the heater?

A simple positive and negative to a reliable power supply (preferably directly to the house battery). An inline fuse is supplied in the harness.

Question 32 – Can the heater be connected to a circuit breaker?

It is recommended to connect straight to the batteries to ensure that the heater cannot be switched off without going through its shutdown cycle

Question 33 – Where is the best place to source the combustion air from?

Externally in a position where it is unlikely that the air inlet could be blocked

Question 34 – Will the heater run on Bio Diesel?

No

Question 35 – Can the heater run whilst the vehicle is being refueled?

No

Question 36 – If there is a fault with the heater, how do I diagnose the problem?

The heater has an inbuilt fault code diagnoses that is displayed on the control. Consult your user manual to identify the displayed code.

Question 37 – Is there any regular maintenance that must be carried out on the heater?

If the heater is installed and operated correctly there should be no need to maintain the unit

Question 38 – After turning the heater ON, how long does it take for the heater to produce maximum heat?

2 – 3 minutes

Question 39 – After turning the heater OFF, how long does it take to shutdown?

The fan will overrun for 3 – 5 minutes to cool down the heat exchanger.

Question 40 – Is the heater unit covered by warranty?

Yes, the heater units come with a 2 year warranty