

SELF-HELP GUIDE

GETTING THE MOST OUT OF YOUR ELECTRIC HEATING



There are three different types of electric heaters:

- Storage Heaters
- Combination Heaters
- Panel Heaters

Storage Heaters

Storage heaters are designed to store new heat overnight and output heat when required, usually on an economy rate of electricity.

How to get the most from your storage heater

- Make sure the electricity supply is switched **ON** at the main electric box and **ON** at the wall next to the heater. **Leave the switch ON for the heating season.**
- Check with your supplier that your storage heaters are on an **economy rate**.

Controls

Storage heater controls are normally located on the top of the unit.

Input settings

Set input to the highest setting, (usually 9) to ensure the maximum amount of heat goes into the storage heater overnight.

- 1 - 3 = Mild weather conditions
- 4 - 7 = Cold weather conditions
- 8 - 9 = Very cold weather conditions

Output settings

To ensure only the minimum amount of heat escapes overnight, set the output to 'low' at night time. If you are cold and require extra heat, set the output to higher.

Room temperature boost

Turn the dial to:

- 1 = No room temperature boost
- 2 and above = Turn the dial slowly throughout the day/evening until all the heat stored has gone.



Storage heaters will start to operate from approximately midnight through to around 7am. This may vary depending on British Summer Time (BST) settings and can be confirmed with your electricity supplier.

Combination Heaters

Combination heaters are designed to store new heat overnight and output heat when required.

Controls

Combination heater controls are normally located on the top and/or the front of the unit.

Input settings

Set input to the highest setting, (usually 9) to ensure the maximum amount of heat goes into the combination heater overnight.

1 - 3 = Mild weather conditions

4 - 7 = Cold weather conditions

8 - 9 = Very cold weather conditions

Output settings

Make sure the output is on the lowest setting before you go to bed to ensure the minimum amount of heat escapes whilst the heater is storing heat overnight. If you are cold and require extra heat, set the output higher.

Convactor control

Make sure this is set to the lowest setting when the room is occupied and switch it off at all other times.

Panel Heaters

Panel heaters are normally located in bedrooms, or small rooms. They are not connected to the economy rate and therefore can be expensive to use.

Controls

Controls are usually on the front of the unit.

Time Clock

The time clock can be set to switch the heater on and off automatically. Pull the tabs forward



for 'on' periods.

Thermostat

Use the thermostat to choose the setting for the comfort level required.

Auto

Setting to auto allows the heater to be controlled by the time switch.

Half/full heat switch

Switch to half or full heat as required.

Off

Heater off (clock still runs).

Manual

Heater switched on.

General hints and tips

Please note; you will quickly learn how much heat escapes when the output dial is turned from 1 – 9. You will need to monitor the use of this button to obtain the optimum heat in your property throughout the day or evening.

Remember

The higher the room temperature boost or output dial reads, the quicker the heat will be pushed into the room; which may leave you without sufficient heat during the late evening when the heater will be low on stored heat and ready to store heat again overnight.

Cautionary notes for electric heating:

- Do not cover or place items on any heaters, especially items that are wet.
- If water is spilled into the heater, switch it off at the socket and contact us on **0800 131 3348** or **0300 123 3511**
- Do not insert any objects through the grill or ventilating slots.
- As with any heating appliance that may have hot surfaces, keep an eye on young children.



- Do not stand items that may fall and cover the heater, or drape curtains or clothing over the heater. Ensure there is clearance around the heater.
- If polish is used on, or enters the heater, it may produce a paraffin type smell.
- Never move the heater or unscrew it from the wall bracket. The heater is heavy and moving could result in injury.
- Do not sit or stand on the heater.
- Do not attempt to repair the heater yourself, contact us on **0800 131 3348** or **0300 123 3511**.

Electric water heating

Your hot water storage tank has two immersion heaters. The bottom one uses economy rate electricity during the economy period. The top immersion heater is connected to the standard rate and can be used to provide additional hot water if required. If run properly, this system means hot water is always available at the most economic cost.

How to get the most from your electric water heating

- Top immersion – This is a 24 hour supply. Switch on if a boost is required.
- Bottom immersion – Leave this switched on at all times. It will only heat water during the economy rate period.

If you have any concerns about any of the services in your home, please call us on **0800 131 3348** or **0300 123 3511**. We are here to help.