

## How to get the most of your electric heating and electric water heating

There are three different types of heaters:

1. Storage Heaters
2. Combinations Heaters
3. Panel Heaters

### 1. 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 from 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 the low at night time. (If you are cold and require extra heat set the output higher).

#### Room Temperature Boost – Turn the dial to:

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- 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 Clock (BST) settings and may be confirmed with your electricity supplier.*

## **2. 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 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 new 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 off at all other times.

## **3. 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 the Customer Service Centre in Hull on 01482 454545 or email [customer.service@sanctuaryhousing.co.uk](mailto:customer.service@sanctuaryhousing.co.uk)
- 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 the Customer Service Centre in Hull on 01482 525252.

### **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.