Ridgewater Energy

Dimplex®



Quantum

High Heat Retention Storage Heater

User Information



Welcome to Dimplex Quantum HHR storage heaters

This information pack will help you better understand how your Quantum storage heaters work and how to use them effectively.

These heaters use up to 27% less energy than older storage heaters and are designed to provide a more consistent and comfortable temperature throughout your home, while helping to reduce your energy bills.

As Quantum heaters operate differently from traditional storage heaters, it may take a little time to adjust to the new controls and settings. This guide explains everything you need to know.

Why is Quantum different from a traditional storage heater?

Traditional storage heaters heat up at night and gradually release their heat during the day. This means they can sometimes run out of heat by the evening.

Quantum is a High Heat Retention (HHR) storage heater. It holds on to stored heat for longer and releases it when needed, helping to keep your home comfortable throughout the day while giving you more control over your heating.

Up to

27%

cheaper to run vs a standard storage heater



How do Quantum storage heaters work?

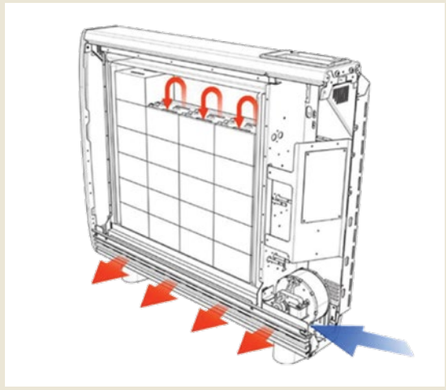
Dimplex Quantum storage heaters charge overnight, usually between 12:00pm and 7:00am.

This is when energy is cheapest on your Economy tariff.



During the day the heaters release the stored energy. Because the heaters are so well insulated there is less heat lost than with traditional storage heaters. Rather than 'leaking' heat, you now use the digital timer to control stored heat to be released into the room.





You choose a room temperature and the times of day when you want the heater to come on using the controls. The inbuilt thermostat will turn the heater off when the room is the right temperature. Any unused heat is then kept for later.

At midnight each night the heater will automatically work out how much cheap electricity to store overnight for the following day. This calculation is based on a 3-day rolling average, so try not to change the settings for the first few days while the heater is learning.

Using the Quantum for the first time

IMPORTANT

The heater can produce a smell for the first few days of use, and rooms should be well ventilated during this time.

Only a small amount of heat comes from the outer case. The majority of the heat comes from the fan that pushes hot air out from the vents at the bottom of the heater.

When you touch the outside of the heater it won't feel hot. This is normal.

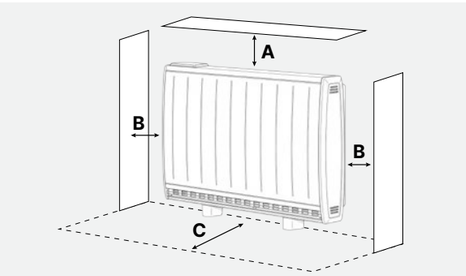
Other parts may get very hot. Especially by the air outlet at the bottom. That is why it is important not to put anything against or on top of the storage heaters. Always leave a gap of 30cm in front to prevent a fire hazard.

You must also leave a gap between the heater and curtains. Curtains **must not** hang within 25cm from the top of the heater.



- **Never** put clothes, fabrics or anything which could catch fire **on top of the heater**
- **Never** put anything like furniture or items **in contact with the heater** - this can cause the heater to overheat/cut-out
- **Never** allow objects to come within:
  - **25cm from the top** of the heater
  - **15cm from the sides** of the heater
  - **30cm from the front** of the heater
- **Never sit or stand** on the heater

Minimum clearances



A	B	C
25cm	15cm	30cm



NEVER COVER THE HEATER OR BLOCK THE AIR OUTLETS

This can cause high temperatures or the heater to cut-out.



FAQs and troubleshooting

Top Tip

What timer mode is best for me?

Your Quantum heater has four timer modes. You need to select the mode that best suits your lifestyle so that you get comfort when you require it. See below some recommended timer modes for various lifestyles.

Lifestyle: I am out all day / work 9am to 5pm.

The heater leaves the factory set in 'Out All Day' mode. If you are out during the day and you only require heat in the mornings and evenings then this mode will be suited to your lifestyle so you don't need to do anything.

Lifestyle: I am at home during the day.

If you are around the house all day then it may be best to use the 'Home All Day' mode. In this mode you will get four Comfort on periods split across the day.

Lifestyle: I work/out in the mornings and I get home around lunchtime.

In this case you could use the Home all day mode but change the programmed times to:

06:30 - 08:30
12:30 - 13:30
15:00 - 17:00
18:00 - 22:00

About Your New Heating System

Why were these heaters chosen to replace standard storage heaters?

Because they save on energy costs and will provide a more consistent and comfortable temperature throughout your home.

Do all of my old heaters need to be replaced?

Yes. The new heaters are much more efficient and made to the latest energy standards. They use less energy and are cheaper to run.

Why should I have heaters in all of the rooms?

We work out the heating needs for the whole property. If some rooms don't have heating it will affect the performance of the heating in the whole property.

Controls & Programming

What is the maximum room temperature setting?

The maximum is **30°C**.

What is the normal room temperature setting?

Normal room temperature is **21°C** for a living room, **18°C** for bedrooms, hallways, landing and kitchens.

What is the minimum room temperature setting?

The minimum room temperature setting is **7°C**. However, the lowest comfortable heat we would suggest is **18°C**.

Can I programme each heater to a different temperature?

Yes. Each heater can be set to different temperatures and with different timings. For example, if you spend your evenings in the lounge, you could have the heater set to a higher temperature there.

I'm going away. What should I do?

Select the **Away** option using the timer mode. Temperature can then be set between **7°C** and **18°C**.

Select the **Frost Protect Mode** setting to lock the temperature to **7°C**.

Can I boost the heat?

Yes. Boost will use stored heat first until the core gets to 50% and then will switch over to using peak rate electricity. This means you will be charged an extra amount on top of any communal heating charges (if you have used all of your stored energy). This is because the Boost element uses peak rate electricity which could lead to increased running costs. The Boost function can be activated at any time. It can be set to 30-minute intervals, with a maximum of 4 hours per boost.

Can I lock the controls?

Yes. You can lock the controls so that the heater settings cannot be changed.

- Child Lock: This option temporarily locks the controls to prevent accidental button presses.
- PIN Lock: This option uses a passcode and is intended as a more permanent access control feature.

Should I turn the heater off when the weather is warmer?

No. The heater will not turn on unless the temperature drops. If you turn it off you will need to set up the time zones again.

If there is a power-cut will I need to set it up again?

Yes. Please refer to the manufacturer's guidance sheet provided to do this.

When the clocks go back/forward will the heater adjust the time automatically?

Yes. The heater will automatically adjust the hour when the clocks change.

What to Expect & What Not To

Why are the surfaces of my heater not hot?

Your Quantum storage heater has very high levels of insulation compared with traditional storage heaters, which means that the heater does not waste heat during periods when you do not require heat.

One of the consequences of this is that the surfaces of the Quantum may be cooler to the touch than you are used to with traditional storage heaters. This is normal and shows that the heater is doing what it should.

Why on some days the heater seems hotter than others?

Quantum will calculate the optimal amount of energy to be stored for the next day. This is based on a number of factors including the forecast average daily temperature for the next day. As the forecast average daily temperature can vary from day to day, so the amount of energy stored by the heater can vary day to day.

The important point is that the heater is able to deliver your required comfort levels on a daily basis, and room temperature should be used to judge this rather than surface temperature.

Why has the fan stopped running?

It is normal for the fan to stop running. This happens when the room has reached the set temperature.

Why are there clicking sounds?

Clicking sounds are normal and due to temperature changes inside the heater.

Why is there a smell from the heater?

This is normal and can happen in the first few days of using the heater. This is due to the new materials or dust that has settled inside while the heater was in the factory.

There is a smell coming from my heater, but it isn't new.

If you have recently decorated this could be caused by solvents and thinners. It could also be caused by using air fresheners, burning candles or aerosol polishes.

If you are worried or think that the smell is electrical burning, please book an emergency repair with the original contractor who fitted the heater.

By ventilating the property in the first few days, does that mean windows should be left open? If windows are left open does that affect the 'learning' of the storage heaters?

Slight smoking may occur in the first 24-48 hours of the new storage heater being installed as the oil protecting the elements burns off. Ventilation is required to allow for any smoke to leave the room. This may affect the learning of the storage heater, however it will continue to learn from a 3-day average.

There are sooty marks above and to the sides of the heater.

This is not a heater fault. Household dust, burning candles or smoking can cause sooty deposits.

Wipe off with a damp cloth.

Why is the wall above the heater discoloured?

This can happen to some types of paint or decorating materials above any types of heaters.

FAQs and troubleshooting

Continued

Top Tip

How can I lower my bills?

Keeping your energy bills down is really important and your Quantum heaters have been designed with this mind.

The Quantum heaters automatically calculate the minimum amount of energy to be stored daily to deliver your heating requirements. The amount of energy taken is based on a number of factors. Some of these you cannot control, for example the outside temperature, however some of these you can control, reducing the energy stored daily and therefore the running cost. The factors that you can control are:

- **Room setpoint temperature.** The higher the room setpoint the higher the running costs. For example, reducing the room setpoint from 22°C to 21°C will help reduce your daily energy usage.
- **Programmed heating hours.** The more heating hours, the higher the running costs. For example, changing from 'Home All Day' mode to 'Out All Day' mode will reduce your daily energy usage considerably.

Running Costs & Energy Use

Does the heater use electricity if I leave it switched on?

Make sure BOTH the electrical supplies next to the heater are turned on at all times. The Quantum electronic controller uses data from the previous day to calculate the optimal energy to be stored for the next day. This historical data is lost if the heater is switched off, so it is recommended that both supplies are left on at all times. It will not use any more electricity.

Will my heating bill be lower?

The Quantum storage heater will typically be up to 27% cheaper to run vs a standard storage heater, and up to 47% cheaper to run than any direct acting electric heater. However, your energy cost will depend on your usage and the charges defined by your energy supplier.

Getting the Right Room Temperature

My room temperature is not high enough in the evening.

Ensure that the controls have not been changed during the day, as changes can take up to 24 hours to be reflected in heater performance. Not allowing enough time for changes to take effect is the main cause of evening underheating. If the heater cannot provide the required comfort level during evening "Comfort On" periods, there is insufficient energy available. This may happen during Shetland winter conditions where the outside temperatures are very low or if prolonged heating at high temperatures is required.

In this case you may need to force the heater to store more energy. This is achieved by selecting Extra charge within the User info menu. You can select up to four hours extra charge per day. It is recommended that you start by selecting one hour extra charge per day until your comfort level is reached. This will increase the energy stored for the following day and this setting will remain until you set the extra charge back to **'None**'.

Note: The extra charge setting will make the heater store more energy but this may increase your running costs.

My room temperature is not high enough during the day.

Your Quantum storage heater only releases heat to the room during the programmed (Comfort On) periods. This is indicated by 'Comfort On' on the display. If the display is showing 'Comfort Off' then it is outside of the programmed heating period and the heater will not give out heat.

If the display is showing 'Comfort Off' but you require heat then you can either select 'Advance' by pressing the 'Advance' button (this will bring on comfort until the next programmed period), or you can change the programmed times within the timer mode menu to bring 'Comfort On' into operation at the time heat is required.

Can I use my portable heater as well?

Portable heaters could be used, but try not to use them. This will confuse the Quantum heater, which monitors the temperature of the room then adjusts the output. It is better to turn up the temperature on the heater and store more heat. Alternatively, you can use 'Advance' or 'Boost' options.

If any type of secondary heat source is used, such as focal fire, drift heat from nearby heater, portable heater or heat from cooking appliances, Secondary or Slave mode should be set in the advance menu of Quantum.

Troubleshooting & Repairs

What do I do if the cable from the switch is damaged?

Contact the original contractor who fitted the heater as a matter of urgency.
Never try to repair it yourself.

The heater isn't working.

This could be due to the room temperature being higher than the thermostat setting.

The heater isn't working, and the temperature isn't higher than the thermostat setting.

Have you left something against the heater? It will cut out for safety reasons if it overheats.

The heater isn't working, the temperature isn't higher than the thermostat setting and I haven't left the windows/doors open.

Please book a repair with the original contractor who fitted the heater.

The heater isn't charging overnight.

The heater will only charge if needed. Your energy provider may also control when it recharges, so that it charges at periods of low energy demand.

Make sure it is switched on at the wall.

The heater isn't on.

Make sure **BOTH** the electrical supplies next to the heater are turned on.

If they are both on, book a repair.



Cleaning & Care

How do I clean the heater?

To clean, wipe the heater with a dry cloth. When it is completely cold it can be wiped with a damp cloth.

Do not use cleaning powders or furniture polish.



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If you have any questions, or want to find out whether you qualify for a grant or funding towards the cost of Dimplex Quantum heaters being installed (for Dorset residents), please contact Ridgewater Energy.

By email:
info@ridgewaterenergy.co.uk

or by calling:
01202 612726