

# High Heat Retention Storage Heaters

## What to Expect?



### ■ What materials are used?

English Rural specify Dimplex Quantum heater, a well-known market leader in electrical heating.

### ■ Why am I having this done?

We are working with your housing association to support their decarbonisation goals. This means updating homes with more energy-efficient products. This process is called Retrofit.

### ■ What are the benefits?

New storage heaters use the latest insulation technology so you only get heat when you want and need it.

The intelligent learning, means you only use as much energy and stored heat as you require. All these benefits help reduce your energy bills and make you feel more comfortable in your home.

### ■ What are High Heat Retention Storage Heaters (HHRSH)

These work by storing up low-cost energy from off-peak hours to be used on demand through the day, making it an economical electric heating solution.

### ■ System Design

Heaters will be specified in every habitable room. Heaters will typically be installed in the same location as the existing ones. Please bear in mind that if they need to be moved or are smaller, you may need to touch up a bit of decoration. We can agree locations with us during our survey, so please ask if you have any questions.

Bathrooms can sometime be limited in space. Our preference is to have a heated towel rail, however a downflow heater may be more appropriate.

### Is it quite disruptive?

The installation process shall typically involve work in every room as your whole home will benefit from new heaters. This means access around the heaters will need to be kept clear in order to speed up installation. At times it will be noisy, due to the drilling however, will try to accommodate your need and will clear up any mess.

## What is the installation process?

### ■ Step 1 – Assessment

Your property will have undergone a retrofit assessment. This allows the team to come and see your property so they can design your specific heating system.

### ■ Step 3 – On the day

The installers will need clear access to each room where a new heater is to be installed.

### ■ Step 2 – Installation booked

An installation date will be agreed upon at your convenience.

### ■ Step 4 – Setup

Operatives will set up the units to best suit your needs and run through how to change the settings. Don't worry if you can't remember everything on the day, you will be provided with a manual. English Rural have also been given training to help assist with setup and Dimplex can be contacted too.

## ■ Making the most out of my heaters

To make the most out of your heaters check with your energy supplier what your different tariffs are and when they apply.

If you change tariffs and the off-peak hours change you may want to change your setup to ensure you are using all the cheap electricity to store heat in your heaters.

LivGreen and English Rural are unable to provide advice on your energy bills, however there is lots of helpful information available. Ofgem and Citizens Advice have information on how to reduce your bills and ensure you are on the best tariff for your needs.

Try to avoid regularly switching off your heater. By leaving them on, they learn how much heat you need per day to be as efficient as possible.

## How do I care for my Heaters?

The heaters are designed to be largely maintenance free. Occasionally cleaning the outside of the heater shall ensure it remains as efficient as possible. Please refer to the manual and ensure the heater is cool before cleaning.

### ■ Handover Pack

You will be given a manual upon completion, showing how to use and maintain your new energy-efficient products, and contact details if you have any issues.