Yorkshire Housing

Digital Dimplex Quantum Storage Heater user guide

Our installer should've set your heater up to suit your needs. It's designed to be left on its existing settings with the option to boost the heat if you need it.

If you're a bit stuck, we're here to help!

If it's not working the way you want it to, then please read the user guide below or call our customer experience centre on **0345 366 4404** for help.

You can also click these links below to find more helpful information and support online:

- Dimplex installation and operating manual
- How to programme the Quantum Storage Heater
- Dimplex QM125RF Quantum HHR Storage Heater User Guide

How storage heaters work

Overnight, when energy is cheapest, the heater draws power from the mains and heats the clay bricks inside it.

11pm - 6am
Storage heater stores thermal energy.

ON

During the day, the heater slowly releases heat from the bricks into the room. How quickly it does this depends on your heater's settings. And that's why it's so important that they're right, to keep your home warm for longer!

6am - 11pm
Storage heater releases heat during the day.

OFF

How storage heaters work

The amount of heat available depends on how much heat is left stored in the heater from the night before. If you turn up the temperature early in the day, you might run out of heat by the evening.

Think of it like a battery. Imagine charging your phone overnight and you want to make the charge last all day. You have to be wise about how and when you use it so that it works when you need it most.

Your heater is smart too

Your heater will record the room temperatures over a 3-day period. It'll then use this information to tell the heater how much it needs to charge overnight. Making sure it's got enough charge to give you the right amount of heat the next day.

If you make any changes to the settings or use the 'boost' function, the heater will take this into account when charging overnight.

To take the temperature of your room, the heater has a heat sensor inside it, on one of the sides. You have to keep the area around the heater clear of furniture and clutter, otherwise the heater will think the room is warmer than it really is! That'll mean it'll feel colder because the heater will release less heat.

Get to know your heater
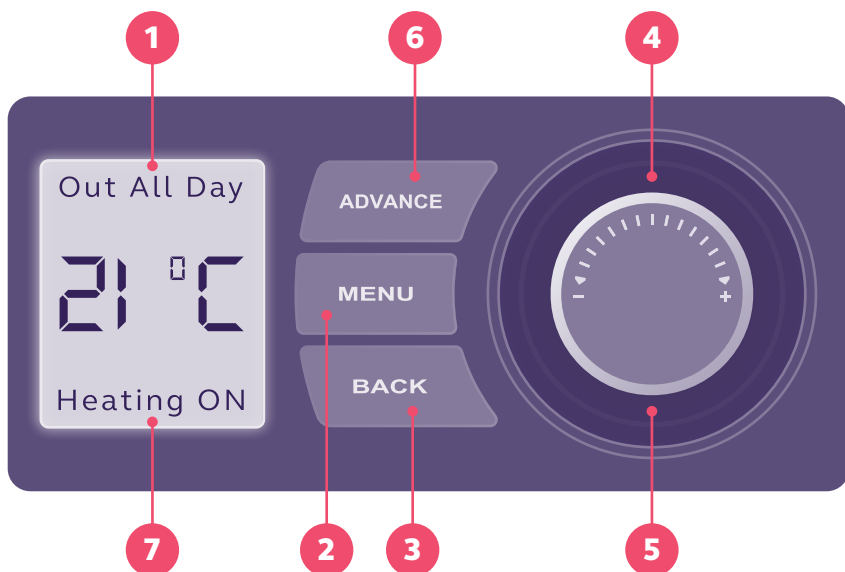
1	Display screen	**2**	Menu button	**3**	Back button
4	Selector dial	**5**	Enter button	**6**	Advance button
7	Heating status				

Heater control panel

The temperature shown on the display is the temperature that the heater's set to, not the actual room temperature. If you feel cold, you should gradually increase the temperature and find a setting that works for you.
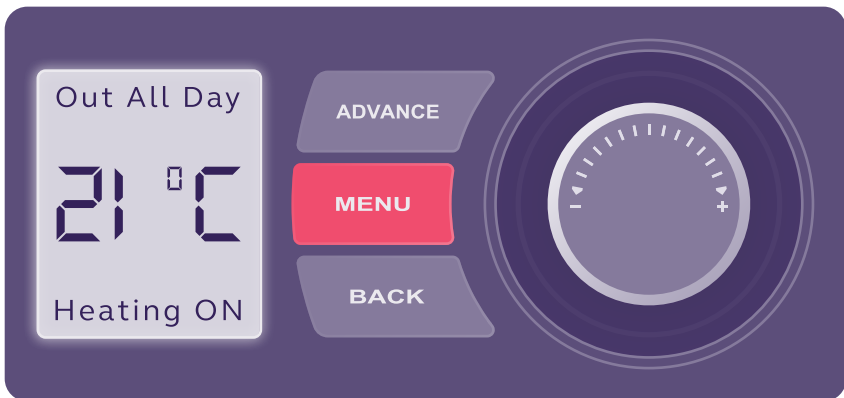
Need a quick boost?

If you need a boost of heat for a short period of time, you can use the 'boost' function. But know that this will use your stored heat more quickly.

You can set the boost for any amount of time between 30 minutes and 2 hours and you can cancel it at any time.
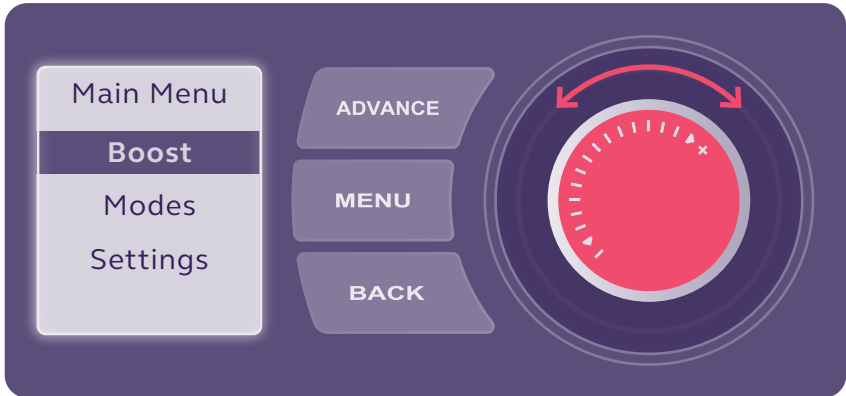
The boost function will use up some of the stored heat and it'll tell the heater that it'll need more charge overnight to help the next day. The 'boost' function will only be effective if there's enough stored heat left in the heater.
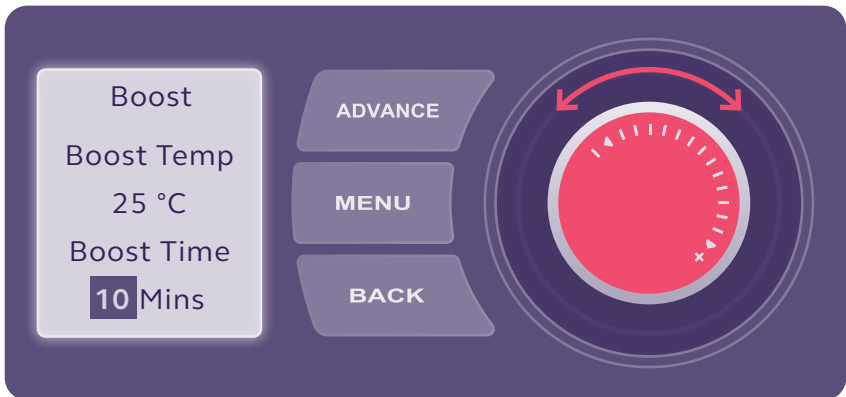
How to activate the boost:

Step 1: Press the **'Menu'** button, this will take you to the menu settings on the display.
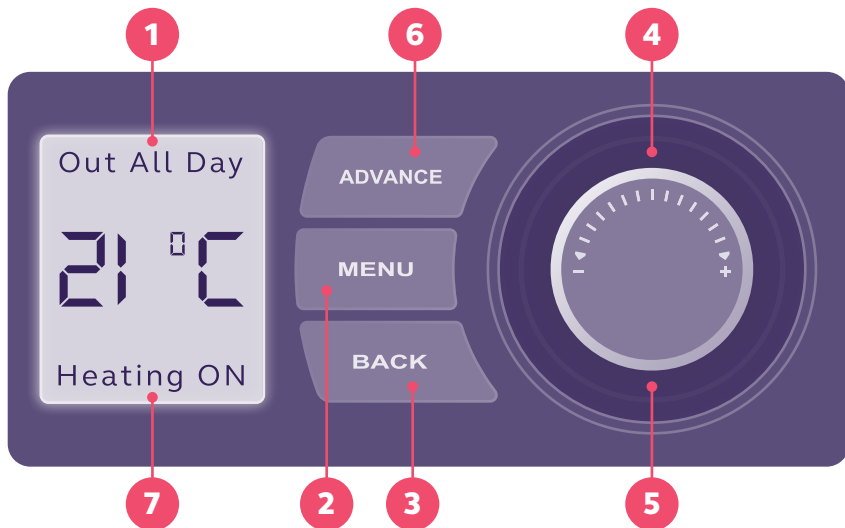
Need a quick boost?

Step 2: Turn the dial to highlight *'Boost'* on the display, then press the dial.

Step 3: Turn the dial to highlight *'Duration Required'* then press the dial.

Setting the time

The time and date are factory set, so shouldn't need changing. But it's worth checking if you feel the heating isn't coming on at the right time.

To check the date and time:

1 Press the Menu button **(2)**.

2 Turn the Selector Dial **(4)** to highlight 'Time / Date' then press the Enter Button (Seleter Dial) **(5)** to confirm.

3 Turn the Selector Dial **(4)** to change the hours, then press.

4 Continue the process to change the date if needed or press the Enter Button **(5)** to confirm.

5 Repeat until all the details are correct and the 'main menu' screen is showing again. Then press Back **(3)**.

6 Handy to know - The time is automatically adjusted in Spring and Autumn when the clocks change.
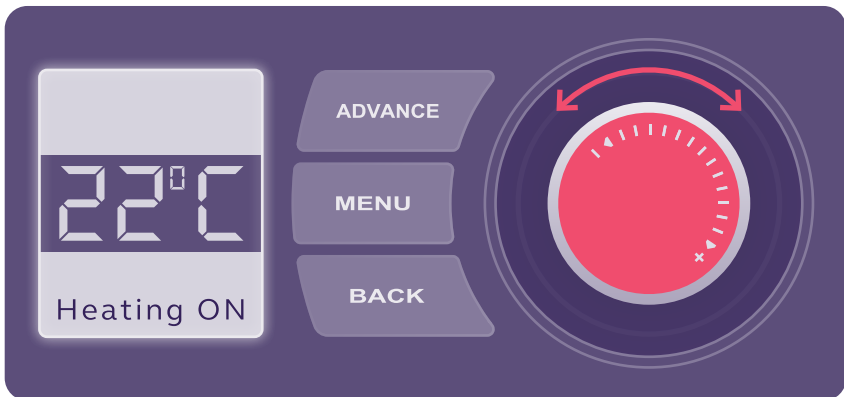
Adjusting the temperature

The temperature shown on the display is the temperature the heater is trying to get to during the 'heating on' periods.

If the room temperature is above the temperature displayed on your digital heater screen, then the heater will stop releasing heat.

If you'd like the room to be at a different temperature, then turn the control dial either clockwise or anticlockwise until the display shows the temperature you'd like.

Timer modes

Your heater has four different timer modes, so you can easily adjust the times and temperatures to suit you:

User Timer
This mode has four time frames and temperatures of your choice. For example - once in the morning, twice in the afternoon and once in the evening. The heater will charge based on your time and heat settings.

Out All Day
This mode has 7.5 hours heating per day, split into two periods – morning and evening. If you're out during the day and only need heat in the mornings and evenings, then this is the mode for you, and you won't need to do anything.

Home All Day
This mode has 11 hours heating per day split into four periods - 2x in the morning and 2x in the afternoon. If you're in during the day, this one is for you. This mode gives you 11 hours of heating, over 4 periods, throughout the day. For example - 7am – 9am 21° / 11am – 1pm 20° / 2pm – 4pm 20° / 6pm – 9pm 24°.
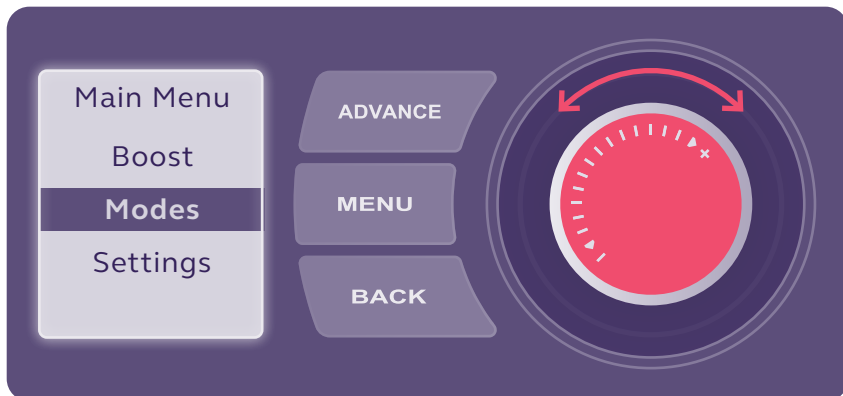
Away (holiday mode)
This mode reduces the heating during the time that you're away. Set the temperature and number of days you're away to reduce the energy used across this time. Just make sure you change it back to your preferred mode when you get home.
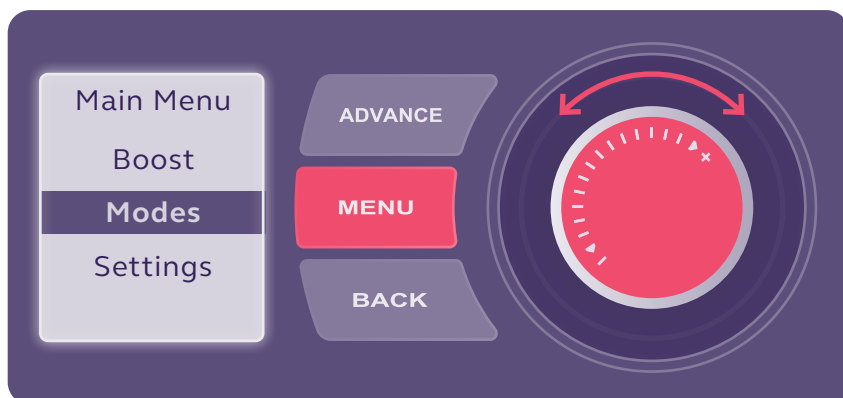
Timer modes

How to change the timer modes:
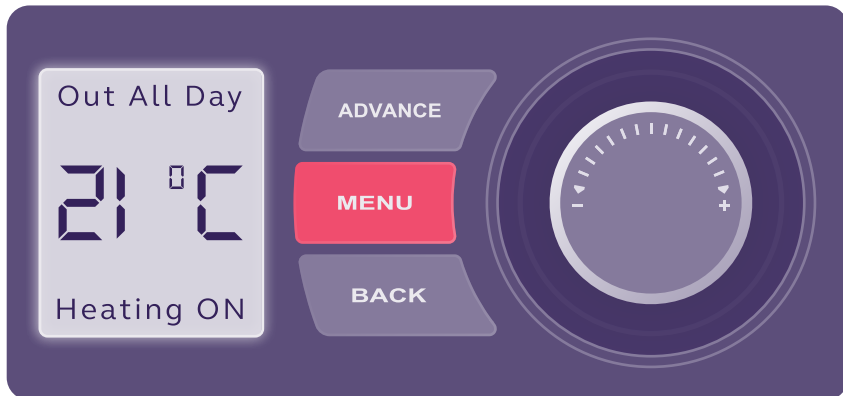
Out All Day

21 °C

Heating ON

ADVANCE

MENU

BACK

Step 1: Press the *'Menu'* button, this will take you to the menu settings on the display.

Main Menu
Boost
Modes
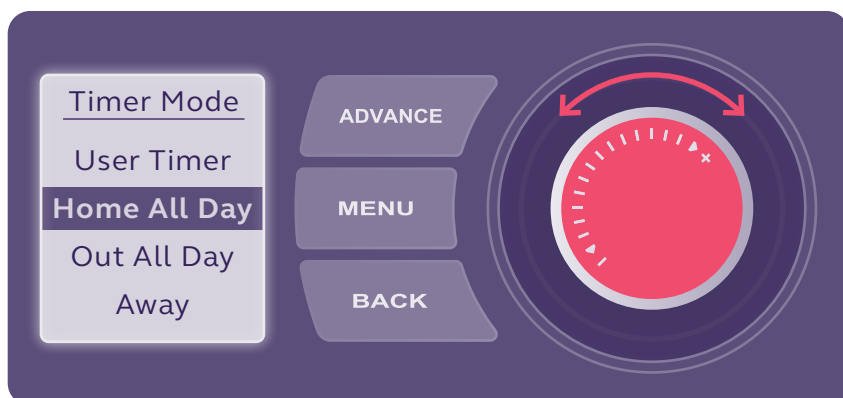Settings

ADVANCE

MENU

BACK

Step 2: Turn the dial to highlight *'Modes'* then press the dial to select the setting.
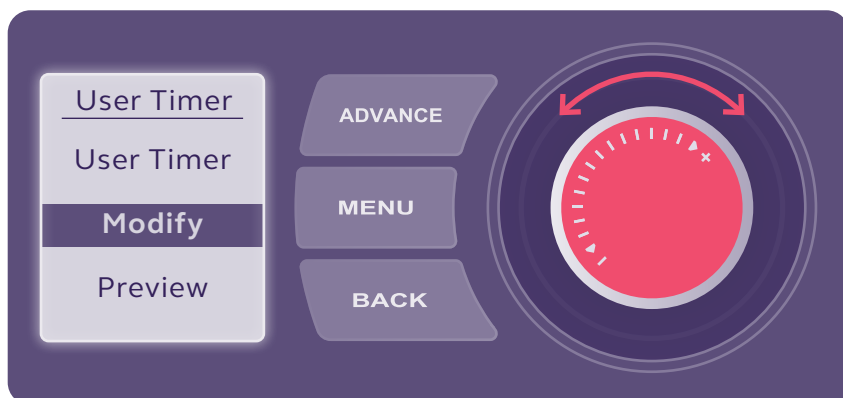
Changing the heating times

Step 1: Press the *'Menu'* button and turn the dial to highlight *'Modes'* then press the press the dial to select the setting.

Step 2: You'll now see a list of timer modes. Turn the dial to highlight the timer you want to change then press the dial to select.

Changing the heating times

Step 3: Turn the dial to highlight *'Modify'* and press the dial to select. You can now change each of the heating times.

Step 4: You'll see the current day is highlighted, press the *'Dial'* then turn to change the highlighted times.

Changing the heating times

Tuesday
_____

Period 1of4 ▶

ON: 07:30

OFF: 09:30

21°C

ADVANCE

MENU

BACK

Step 5: When you're happy with the time chosen, press the *'Dial'* to move on to the next option.

Tuesday
_____

Period 1of4

ON: **07**:30

OFF: 09:30

21°C

ADVANCE

MENU

BACK

Step 6: You can then select and change each option by turning and pressing the *'Dial'* to set it up to suit you.

Setting the temperature

You can also set the temperature you want your heater to run at during your chosen times, too.

- Both the time period and temperature setting will determine how much the heater will charge overnight, and how much heat will be available during the day.

- The longer the time period and warmer the temperature, the more charge it will take, and the cost of heating will increase.

To save time when modifying a timer mode, the *'Advance'* button can be used to copy and paste settings.

Out All Day

21 °C

Heating ON

ADVANCE

MENU

BACK
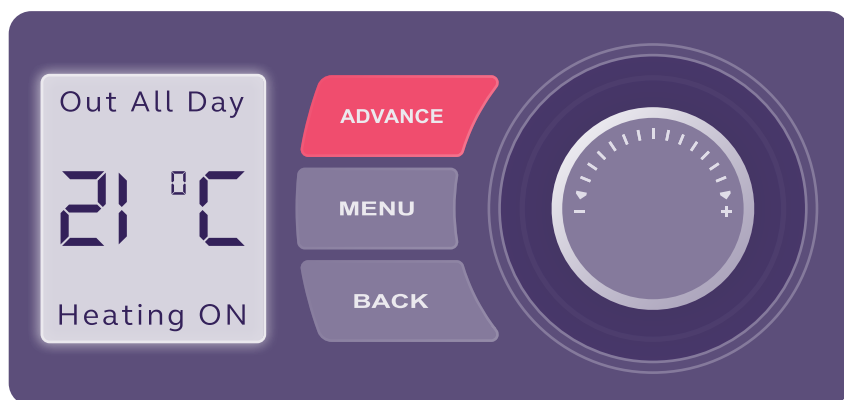
Individual heating periods from one day, or full day heating settings can be copied to another day. Read on to see how.
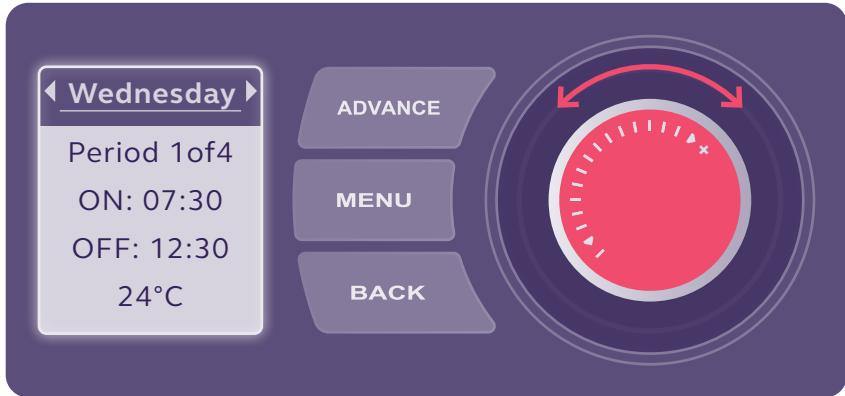
How to copy the time period to other days

Tuesday

◀ **Period 1of4** ▶

ON: 07:30

OFF: 09:30

21°C

ADVANCE

MENU

BACK
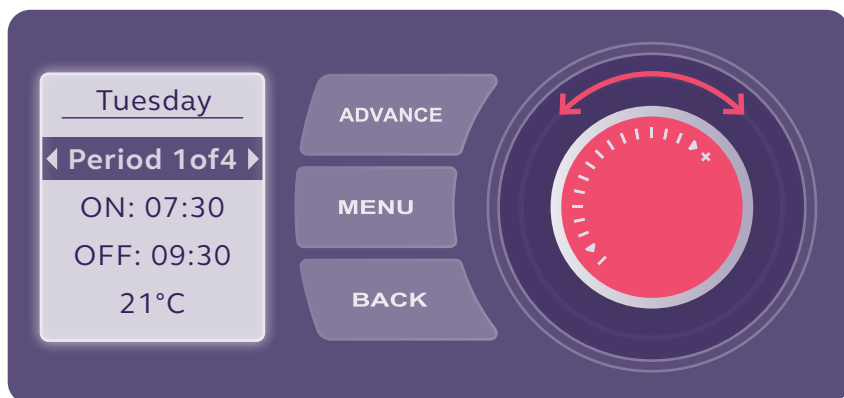
Step 1: Turn the dial to highlight the *'Period'* that you'd like to copy the time settings for.

Tuesday

◀**Timer Copied**▶
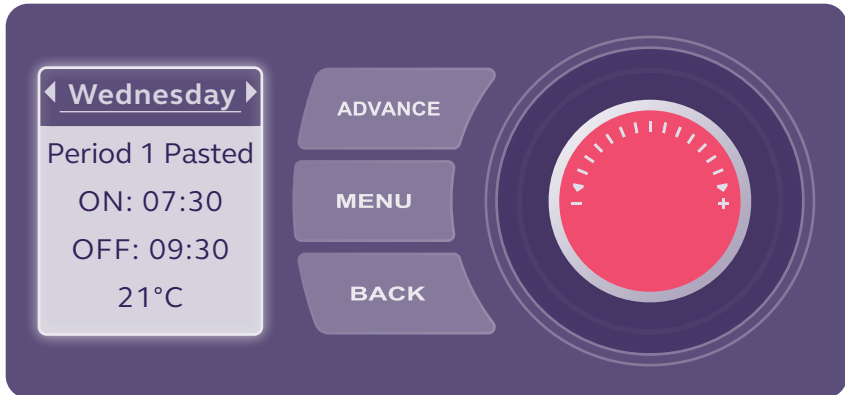
ON: 07:30

OFF: 09:30

21°C

ADVANCE

MENU

BACK

Step 2: Press and hold the *'Advance'* button for 2 seconds to copy the time period settings.
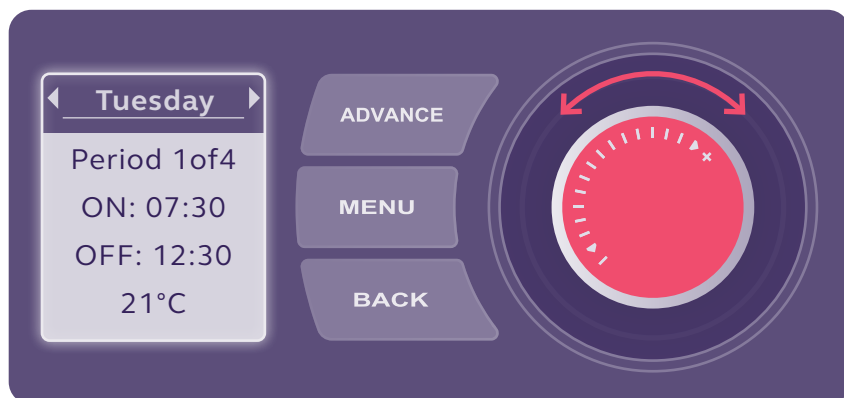
How to copy the time period to other days

Step 3: Select the *'Day'* you'd like to apply the copied time period settings to.
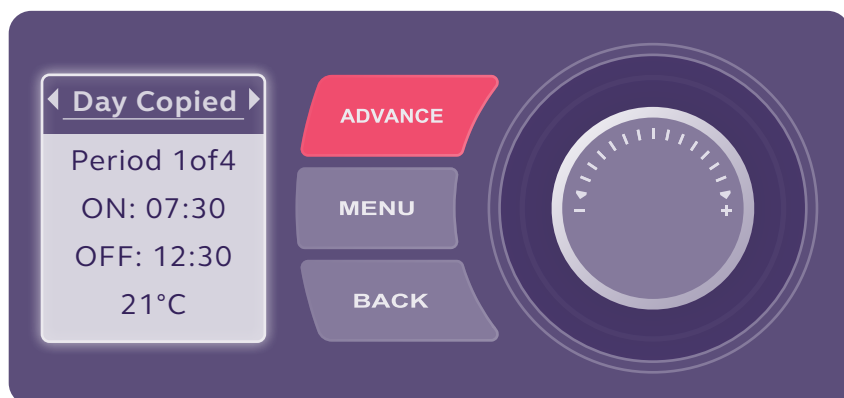

Step 4: Press and hold the *'Enter'* dial for 2 seconds to paste the copied time period settings.

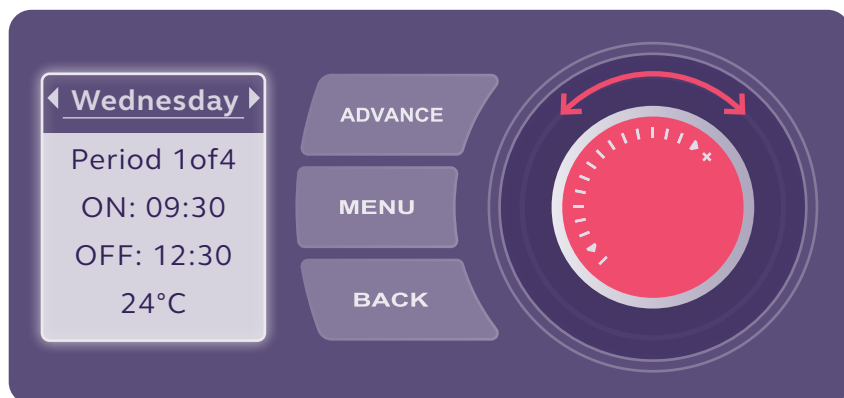# How to copy a whole days settings to another day

Step 1: Turn the dial to highlight the *'Day'* that you'd like to copy the whole day settings for.
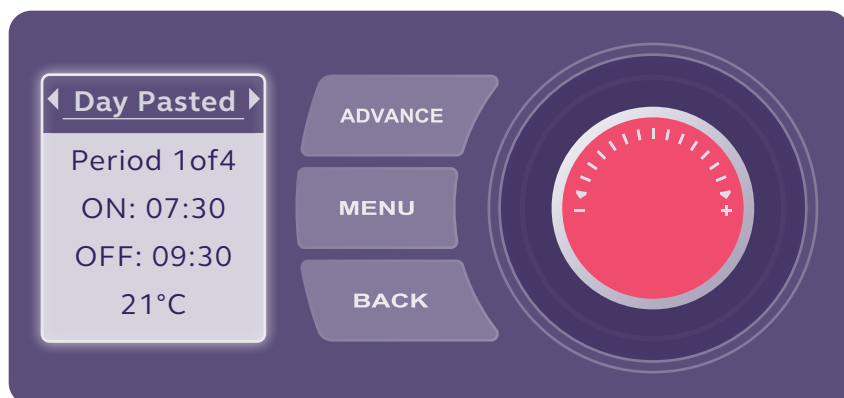

Step 2: Press and hold the *'Advance'* button for 2 seconds to copy the time period settings.

How to copy a whole days settings to another day

Step 3: Select the *'Day'* you'd like to apply the copied whole day settings to.

Step 4: Press and hold the *'Enter'* dial for 2 seconds to paste the copied whole day settings.

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