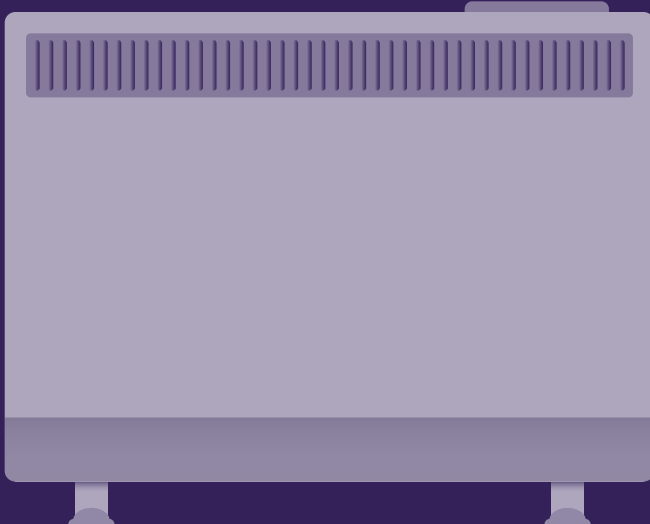




**Yorkshire
Housing**

Dial Operated Dimplex Heater user guide



If your home has **electric storage heaters**, this guide can help you use your controls to lower the cost of keeping warm.

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 the link below to find more helpful information and support online:

- [How To Use Electric Storage Heaters - British Gas](#)

How storage heaters work

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



During the day, a flap on the top of the heater opens and the heat from the bricks gets released into the room. How quickly it releases the heat depends on how you've got the settings on your heater.



How storage heaters work



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.

The boost button

Most heaters have a ‘boost button’, technically called a built-in convector heater. If yours does, there’ll be a switch either on the heater itself or on the wall near the heater. And, the heater might have a neon red or orange indicator to show it’s on too.

- The boost button can be used to ‘top-up’ heat or if you’ve run out of stored heat.
- Using the boost feature is much more expensive to run!



Example of ‘boost button’ on the side of storage heater

How storage heaters work

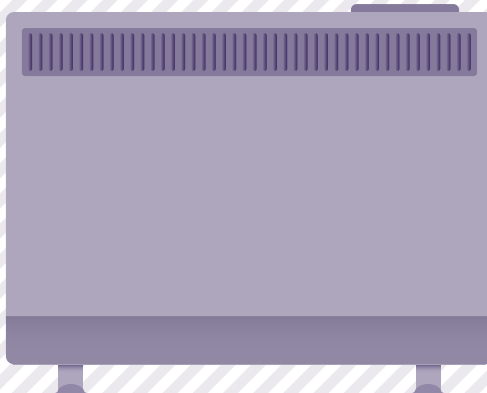
Efficiency

The most effective way to heat your room is to keep the area around the heater clear and the doors closed. This means the heat can spread around the room.

Having things like furniture and curtains near the heater will stop the spread of the heat and pose a fire risk.

With older storage heaters, that are dial operated and not digital, you'll need to adjust the controls throughout the year, to make sure you'll have enough heat during the colder months and don't waste energy during the summer. We've included some suggested settings for Winter, Spring and Autumn on pages 8 and 9 of this guide.

Keep around the heat clear



Setting the input dial

Input dial

Your input dial controls how much heat gets in it charges overnight. The higher the number the more heat will be stored.

You'll need to turn up the input dial in the colder months so that enough heat gets stored for you to use throughout the day.



How much input?

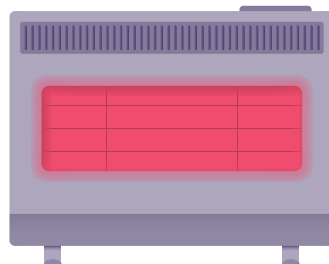
To make sure there is enough heat to last throughout the next day we recommend keeping the dial:

- Between 4 and 6 in the winter.
- Between 1 and 3 in the spring and autumn.
- Between 1 and 2 in the summer, or turn it off if you'd prefer no heat.

If your home isn't getting warm enough, or you've not got enough heat to last the day, turn the input dial up a little higher overnight.

Overnight

Storage heater stores thermal energy.



Setting the output dial

Output dial

Your output dial opens and closes the flap at the top of the heater to let the heat out. The higher you turn it up, the warmer it'll feel, but it'll also be using up more of your stored energy. If you have the output dial on a low setting there should be enough stored to release gradually heat throughout the day.



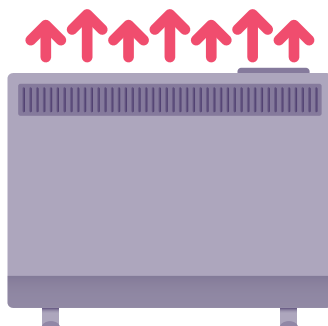
How much output?

During the day, keep the output on a low setting and turn it up or down to heat the home as and when needed. By gradually releasing heat throughout the day at a low setting of about 1 or 2, there should be enough to turn it up in the evening or for when it gets a bit colder.

When you go out, turn the output down to 1 so you're not using too much energy when you're not there. And, before you go to bed, you can also turn the control down to 1 to help save energy for the next day.

Daytime

Storage heater releases heat during the day.

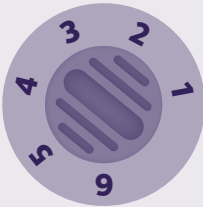


Suggested heater settings: Winter (in all day)

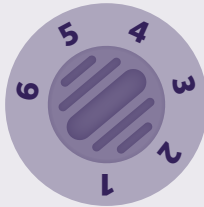


Night

Winter settings for if you're in all day



Input (night)

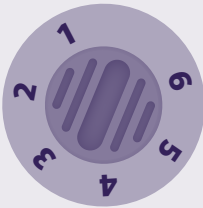


Output (night)



Day

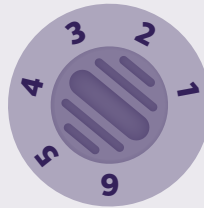
Winter settings for if you're in all day



Output (early Am)



Output (mid AM)



Output (evening)

Suggested heater settings: Spring / Autumn (out all day)



Night

Spring / Autumn settings for if you're out all day



Input (night)



Output (night)



Day

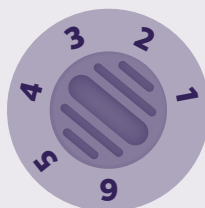
Spring / Autumn settings for if you're out all day



Output (early AM)



Output (mid AM)



Output (evening)

Storage heater checklist



Keep the areas around your heaters clear of furniture and large items.



Clean the heater vents regularly to avoid a build-up of dust.



Don't cover up the heater vents at the top and bottom of the heater, (for instance don't dry clothes directly on the heaters).



Shut the internal doors in your home, this will help heat the room more effectively.



Don't turn your heaters off, if you think they are not working correctly or effectively please call our customer experience centre on 0345 366 4404 for help.

If you're a bit stuck, we're here to help! Give us a call on **0345 366 4404** and speak to our customer experience centre.



Scan the **QR code** for more heater tips





**Yorkshire
Housing**

Write to us:

The Place
2 Central Place
Leeds
LS10 1FB

Telephone: 0345 366 4404

Email: enquiries@yorkshirehousing.co.uk

www.yorkshirehousing.co.uk