

FACT SHEET



Electric heating

How electric storage heaters work?

Electric storage heaters store heat from electricity when energy rates are at their cheapest each day. These times are called 'off peak' periods and normally run overnight. The stored heat is then released the following day.

This means that if a storage heater has been switched off and is then switched back on, it will take approximately 24 hours to recharge and start releasing heat.

Next to your heater there will be a switch that controls your storage heater. This must be switched on before your heater will work, and so that 'off peak' electricity can be stored. If you only use heaters in this way, you will benefit from cheaper energy rates. This means the system will be economical to use.

Setting your heating

- **Storage heater controls**

The controls of an electric storage heater usually consist of two dials found under a flap at the top of the heater. **If you follow the instructions on how to use the input/output dials you will make more economical use of the system.**

- **The Input Dial**

This dial sets the amount of heat to be stored. It is best to set on a seasonal basis: medium for spring/autumn, high for winter. If you find that you have run out of heat before the end of the day, and the input dial is not on maximum, turn it up to ensure you have enough heat for the following day.

- **The Output Dial**

This dial controls the amount of heat released during the day. Place the dial to medium to ensure a regular amount of heat is released. If it is placed on high, a lot of heat will be released quickly leaving you with no heat later on in the day.

Other ways of getting extra heat

There may be another switch at the side of the storage heater in your lounge. This second switch will run a fan heater at the bottom of the storage heater. If you have used up all the heat from your storage heater, you can switch on the fan heater. Please be aware that you will pay for this at the standard rate charged by your energy provider. In your meter box, you will have an orange 'boost' button. If you press this button you will get one hour of heat and hot water, but only if your storage heaters have been charged. Again you will pay a standard rate for this.

Prepayment meters

If you decide to have a card meter, please bear in mind you will normally be charged up to £250 per year by your energy provider for this service. Always let your energy provider know what tariff you are on so that you have a card meter that is compatible. If you don't, you won't get any cheap rates of electricity.

Maintenance of heaters

Do not cover storage heaters or use them to dry clothes. Do not paint storage heaters.

Cleaning

Do not use abrasive cleaning powders or furniture polish on your heaters. When cool the heaters can be wiped over with a dry duster or damp cloth.

More information

If you want more information or instructions for your own heating system, please look on the manufacturer's website or contact us on freephone 0800 111 4013.

Longhurst & Havelok Homes is committed to equality and diversity and recognises diversity in all areas of our work. We seek to treat people with respect and deliver services that meet individual need.

This leaflet is also available in:



=



Lǎngüagê Liǎnè

large print

audio

braille

other languages