TAMWORTH BOROUGH COUNCIL

Using your storage heaters

We've made this guide, with the help of high-rise tenants, to answer the most common questions people have about using storage heaters.

TENANT APPROVED

Tamworth
Borough Council

Contents

We've made this guide, with the help of high-rise tenants, to answer the most common questions people have about using storage heaters.

We don't cover everything here, for information on features such as setting the date and time or using the 'Holiday' and 'Out all day' functions please use your Creda manual -operating instructions start at page 16.

If you need a replacement Creda manual, please contact your high-rise co-ordinator on 01827 709436 or email the tenant voice team at tenantvoice@tamworth.gov.uk

Important information before you get started

- The storage heaters in your home work by heating large bricks overnight. They slowly release that heat into your room throughout the next day.

- The storage heaters run on an 'Economy 7' electricity plan. This type of plan offers cheaper electricity during off-peak hours, typically starting from midnight. If you do not have an Economy 7 or a similar off-peak electricity plan, or if you are unsure, please contact your energy supplier.

- Every storage heater has two main power switches. Make sure both are turned on before you start programming your storage heater.

- Do not put anything on top of your heater (including washing) or cover it in any way — this creates a fire risk and can reduce the amount of heat that enters your room, as the heater may be blocked or obstructed.

- There are fans inside the storage heaters that can be programmed to come on at certain times of day to push more heat out of the bricks into the room. On your display panel this is referred to as either 'Comfort' or 'User Timer'. (More information on the comfort/user timer is on page 4).

- Every storage heater also has an electric fan heater that can be used any time of day. On your display panel this is referred to as 'Boost'. (More information on boost is on page 5) The electric fan heater runs off your daytime electric supply which is more expensive than the off-peak rate your heater uses at night to heat up the bricks.

- If your heater has been switched off for more than 24 hours you will not feel any heat in your storage heater until the day after you turn it on, unless you use the 'Boost' function.

## This is your storage heater display panel
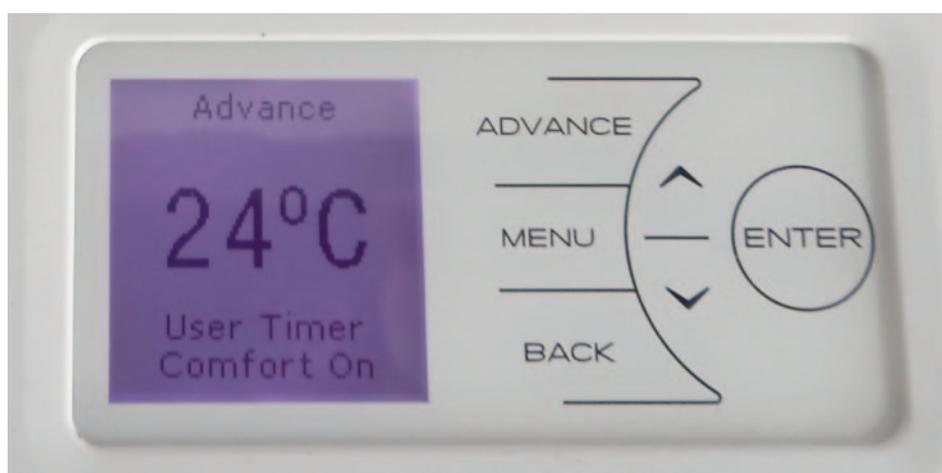
When changing any settings on your storage heater after around 15 seconds if no buttons are pushed the display will time out and go back to the main menu. If this happens when you are part way through changing a setting it will not save those changes. It will only save a change if you complete the action.

Setting the temperature

When changing the temperature on your storage heater you will not feel any change until the next day. The temperature the storage heater is set to, is the temperature the bricks will heat up to later that night. If you want an immediate change in temperature you will need to use the 'Boost' function (More information on boost, see page 5).

If your display panel says 'Comfort On'
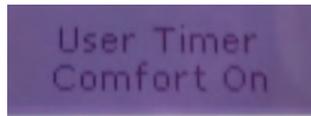
Then you can turn the temperature up and down using the arrow buttons on your panel

If it does not say 'Comfort On' press ADVANCE on your panel first

This will start your next 'User Timer Period' and your display panel will say 'Comfort On'. You can then change the temperature.

The ADVANCE button also turns on the fans in the storage heater. If you don't want the fans on, when you have set your temperature press ADVANCE again. The display will say 'Comfort Off' and the fans will stop.

Boost

The 'Boost' function will turn on the small built in electric fan heater. This runs off your daytime electric supply which is more expensive than the off-peak rate your storage heater uses at night to heat up the bricks.

The electric fan heater can be set to run for one, two or three hours before automatically turning off.

If you turn on 'Auto Boost' the electric heater will turn on anytime the temperature drops below the temperature set on the display panel. It will turn off once the area around the storage heater has gone back up to that temperature.

If you put the 'Boost' on but do not want it to run for the full one, two or three hours you can turn it off at any point during the boost period by selecting 'No Boost'.
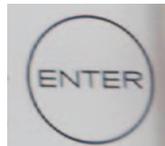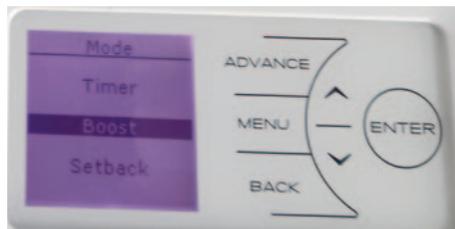
Press MENU

Use the arrow buttons to move the black line on the display screen to 'Mode'
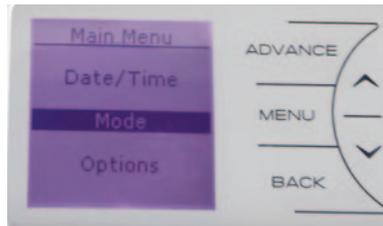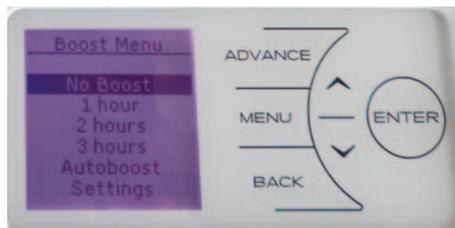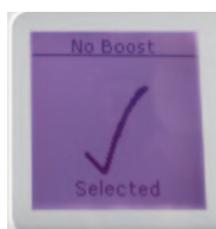
Press ENTER

Use the arrow buttons to move the black line until it's on Boost. Then press ENTER.

Use the arrow buttons to move the black line to the boost function you want and press ENTER

The big tick means your changes have been saved

The comfort and user timer setting

Each storage heater has a small fan built in. This fan is designed to push the heat out of the bricks into your room. **The comfort setting does not generate any additional heat in your storage heater.**

If the bricks in your storage heater have gone cold before the end of the day but there is still a comfort setting programmed, the fans will come on but no heat will be produced.
The earlier in the day the fans are set to come on, the quicker the bricks in your storage heater will get cold.

You can set these fans to come on up to four times a day.

When the fans are on, your display panel will say 'Comfort On' and you should be able to hear a quiet whirring noise from the fans.

Because the heaters charge overnight, they will be hot first thing in the morning, even if you've set the timer to come on later in the day. The timer does not change when the heaters get warm, just when the fans come on. If you want more heat, you will need the 'Boost' function (see page five for more information on boost).

How to tell if the comfort setting is on

This is what your display will look like when the comfort setting is on
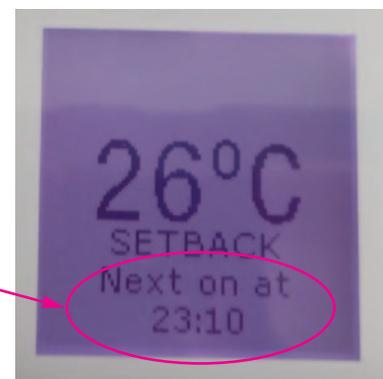
This is what your display will look like when the comfort setting is off- it will tell you when it's next going to come on

## Important things to consider when setting your comfort/timer periods

■ The longer the fans are on the quicker the bricks will get cold

■ The earlier in the day the fans come on the earlier your bricks will run out of heat

■ You may not need to set the fans first thing in the morning; the heater will be at its hottest then
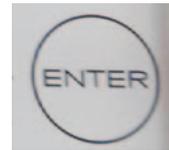
Programming comfort/ timer setting
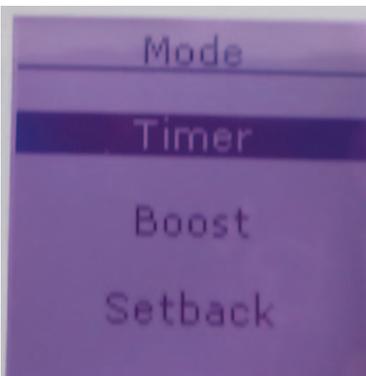
Press MENU

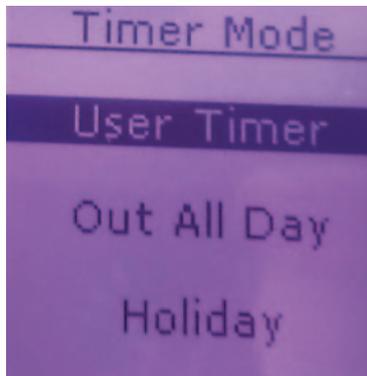Use the arrow buttons to move the black line on the display screen to 'Mode'
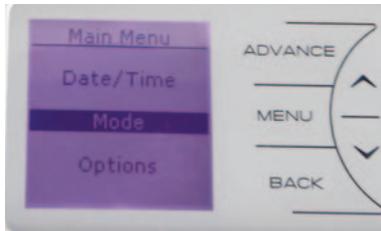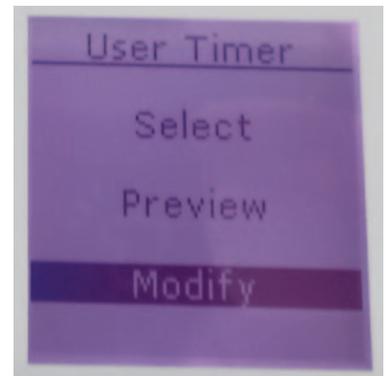

Press ENTER

Use the arrow buttons to move the black line until it's on 'Timer'. Then press ENTER.

Use the arrow buttons to move the black line until it's on 'User Timer'. Then press ENTER.

Use the arrow buttons to move the black line until it's on Modify'. Then press ENTER.

This is the first page of the comfort/ user timer settings. Wherever the black line is on the screen is the detail you are changing. Use the arrows to make the changes and the enter button to move the black line along.

Use the arrows to pick a day and press ENTER
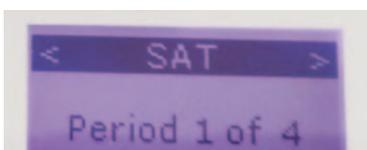
Use the arrow keys to pick which period you want to edit and press ENTER
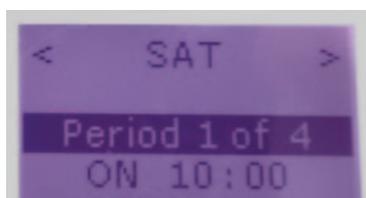
Use the arrows to pick what hour you want the comfort setting to start and press enter and do the same for minutes

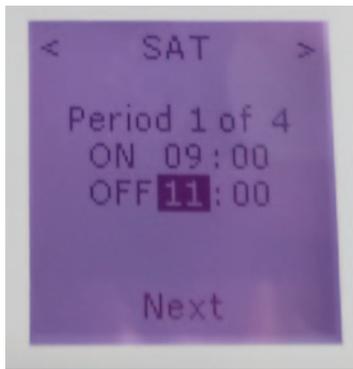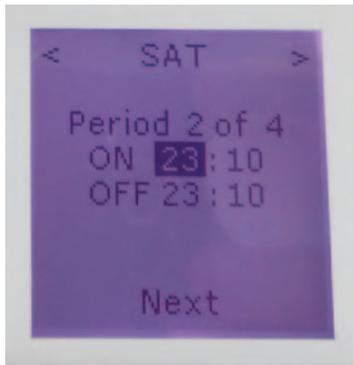How long you want the fans to run will impact the off time. For example, if you want it to run for two hours and you want it to start at 9am the off time will be 11am.

You can use the 'Comfort/User Timer' function up to four times a day. If you don't want to use all four periods, set the 'ON' and 'OFF' time to the same time. It can be any time of day as long as they are both the same time and it is later than the 'OFF' time of the previous period.
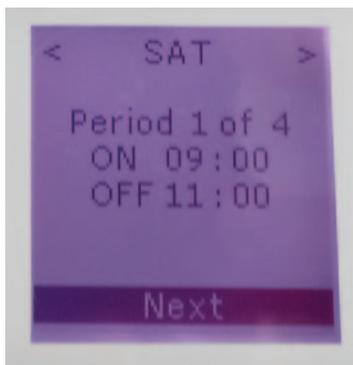
When you have set the times of the comfort period, press enter to move the black line to 'Next' and press ENTER again. This will take you to the next comfort period to programme. Complete the process until all four periods have been updated. If you don't want to change any other periods keep pressing ENTER to move the black line back down to 'Next' until it says 'Save'.

Press ENTER to move the black line to 'Save' and press enter. This will save the changes made to all four comfort periods for the day selected.

The big tick means your changes have been saved.

The next screen will give you the option to copy the comfort settings for another day. You can programme each day differently to suit your needs or copy the settings for the whole week. If you want the same for every day of the week, use the arrow buttons to change 'Copy Next' to 'Copy All' and press ENTER. This will set the comfort settings to be the same every day of the week. The large tick will come onto the screen to show your settings have been saved.

Child lock

The child lock stops you accidentally pressing any buttons on the display panel.

To put the 'Child Lock' on or off press the BACK and ENTER button at the same time for three seconds

TSRE Storage Heater

TSRE Storage Heater Frequently Asked Questions

Creda
HEATING

08/80300/0 ISSUE: 4 Series: C

Please refer to the operating instructions for further information.

The heater doesn't appear to be storing any energy overnight.

- Firstly check that both switches beside the heater are switched ON. If either is turned OFF then the unit will not store any energy overnight. It is recommended that both switches are left ON all the time,

- Check that the Date and Time is set correctly, see instructions.

- Make sure the required Timer Mode is selected and there are Comfort period times set,

- Increase the heater temperature Setpoint by 1°C for the next couple of days. If that does not work, increase by another 1°C.

What Timer Mode is best for me?

Your heater has pre-set Timer Modes, each of these can easily be modified to suit your personal needs.

Select the Timer Mode that best suits your lifestyle to ensure that you have heat during **'Comfort On'** periods you require.

See below some recommended selections for various lifestyles:

I work 9am to 5pm:
Set **'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.

I am retired and I am in during most of the day:
If you are around the house all day then it may be best to use the **'User Timer'** mode. In this mode you will get 4 comfort on periods split across the day.

I work in the mornings and I get home around lunchtime:
In this case you could use the **'User Timer'** mode but modify the programmed times to:
06:30→08:30, 12:30→13:30, 15:00→17:00 & 18:00→22:00

Why does the fan not operate continually when the display shows Comfort On?

Once the room has reached the temperature shown on the display, the Fan will only operate to maintain this temperature and will cycle On and Off.

Do I need to leave my heater switched ON at the wall at all times?

Yes, the Electronic Charge Controller uses data from the previous day to calculate the energy to be stored for the next day. This historical data is lost if the heater is switched OFF, so it's recommended that both supplies are left ON at all times.

I am going on Holiday, can I switch my heater off?

If you require a level of frost protection when you are away, especially during the colder months, then choose 'Holiday' mode from the 'Timer Mode' menu. Enter the date of return from holiday and temperature setpoint required. Leave both switches ON at the wall.

I need the heat during the 'Comfort Off' period, what could I do?

Select 'Advance' by pressing the 'Advance' button (this will switch on the Fan until the next programmed period).

My room temperature is not high enough in the evening.

Increase the Setpoint. Set the room temperature setpoint to match your comfort levels. If that does not work, increase the Room Setpoint temperature.

Why am I having to use 'Boost' function every day to achieve comfort?

It would not be normal to need to use the 'Boost' function on a daily basis.

The heater may not be correctly sized for the room - Contact us.

How can I lower my bills?

Reduce the Room Setpoint temperature by 1°C.

My children keep changing the settings on the control.

Enable the 'Child lock' function to lock the control so that the settings cannot be changed.

Press and hold the **Back** button and the **Enter** simultaneously for three seconds, 'Child Lock' will appear on the screen, repeat to reverse.
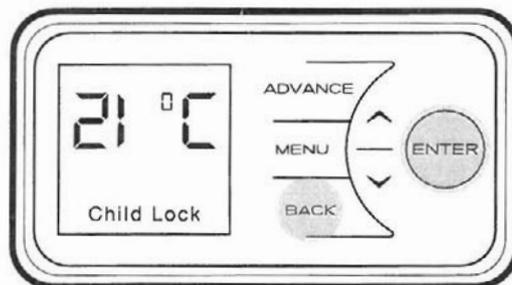
After I switch the heater on it takes a few days to get hot.

This is quite normal. The heater 'learns' each day the amount of energy it needs to store to deliver the required comfort levels.

**If you require this information
in another format or language,
please call 01827 709709 or
email: enquiries@tamworth.gov.uk**

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