

# HEATING GUIDE

Information about the heating in your home



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# Heating guide

With a number of electrical heating systems available, it's important to know how your particular model functions best. This not only ensures you are getting the best performance from it but also that it is running economically, helping you save money.

The information in this leaflet should help you identify your heating type and how to run it in the most efficient way.



# Night Storage Heaters

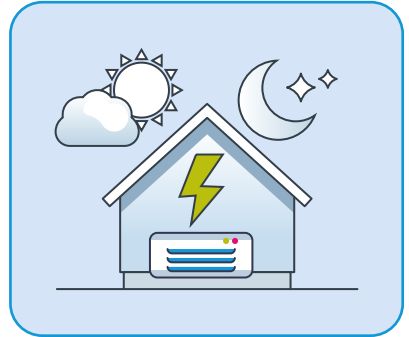
Storage heating relies on using an Economy 7 tariff because many of the units use 3 kw or even 4 kw of power, which they draw for approximately 7 hours over night, regardless of whether you need the heat or not.



Economy 7 tariffs will have a lower cost during the night (during the economy 7 period), but usually have a higher day rate which can be much more expensive than a flat rate tariff. All of the electricity used during the day would be charged at this rate.

## How off-peak energy works

Storage heaters use electricity which is supplied from the national grid to your home, usually overnight when demand for electricity nationally is low. This is called the 'off-peak' period.



Because it's off-peak, electricity is supplied at a cheaper price than standard rate, so it needs a separate off-peak electrical circuit and meter. This circuit is dedicated to operating the off-peak heaters and is only switched on during the off-peak time period. This will take place at certain times of the day or night, and will be dictated by your electricity supplier.

In the same way that your kettle uses an element to heat water, electricity is used to heat elements in your heater.

Over a number of hours, the elements gradually transfer the heat to a very high-density material that absorbs and stores the heat for use the next day. The off-peak heaters use insulation material to retain as much of this heat for as long as possible.



When the off-peak period finishes, for the majority of off-peak heaters, the heat is gradually released into the room in a controlled way over the course of the day. In the case of smart fan-assisted models such as Quantum, almost all of the heat is retained until it is required.

You can find out more information online: [www.dimplex.co.uk/storage-heaters](http://www.dimplex.co.uk/storage-heaters)

## Heaters

These are a more modern version of a storage heater. The heater will take charge during the night time off peak period and release the heat on demand during the day. There is a built in booster should the heat run out, but this will not come on unless you manually activate it on the heater controls.



More information can be found here: [www.dimplex.co.uk/quantum](http://www.dimplex.co.uk/quantum)



# Economy 7

Economy 7 is an energy plan designed to help customers save money on energy use during night-time hours. You should have an economy 7 tariff from your electricity supplier.

## How does Economy 7 work?

Economy 7 allows you to get cheaper electricity for seven hours each night. These tariffs use a different kind of electricity meter which, unlike a standard meter, can track the electricity you use during the day and at night separately. You're then charged those different rates for the electricity you use during the day and during the night. The day rate is often more expensive than day rates on a normal tariff, meaning that this doesn't necessarily fit in with everyone's lifestyle.



## Switching from Economy 7 to standard

Switching from Economy 7 to standard may be straightforward, but you will need to contact your electricity supplier to find out more about the process. This is because you will probably need to meet some acceptance criteria to make the switch.

You may need to have a new meter installed, which your energy supplier will often charge you for. In some circumstances you may be able to arrange to carry on using your Economy 7 meter, but your current supplier will tell you if this is the case.



## How to switch to Economy 7

If you don't have Economy 7 but would like to switch to it, you will need to go through the Economy 7 meter installation process.

- 1 You should start by comparing Economy 7 prices. Use your current usage details and estimate the percentage of your electricity you use at night.
- 2 Select the cheapest Economy 7 tariff for you. Contact the supplier directly and ask them to switch you to Economy 7. You may find that there is an Economy 7 meter installation cost to pay and they need to be specially installed.
- 3 These meters track day and night use of electricity separately, so that a different kw/h rate can be offered via an Economy 7 tariff - a bit like peak and off-peak.

More information can be found here:

[www.uswitch.com/gas-electricity/guides/economy-7/](http://www.uswitch.com/gas-electricity/guides/economy-7/)

## German electric radiators

These heaters should not be on an Economy 7 tariff as they require a 24-hour supply. A flat rate or standard tariff would be better. You should look for the right tariff to suit your needs. A flat rate tariff will cost the same per unit at any time of the day or night (unit is 1kw for 1 hour). The heaters will be rated between 0.8 and 2 kw.



More information on German electric radiators can be found here:

[www.electric-heatingcompany.co.uk/electric-radiators/german-electric-radiators/](http://www.electric-heatingcompany.co.uk/electric-radiators/german-electric-radiators/)



# Gas central heating

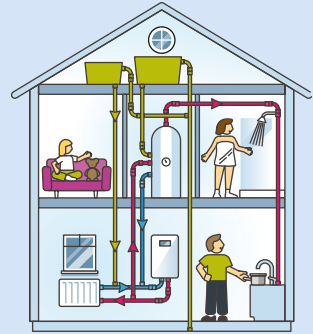
## What does a gas boiler do?

In a central heating system, pipework and radiators are interconnected with a boiler. The boiler heats water, and a pump circulates this heated water through the pipework to the radiators. After heating the space, the water returns to the boiler to be reheated. Additionally, the system supplies hot water to the taps in your home.

If you have gas central heating in your home, it is likely you will have one of these three types of boilers:

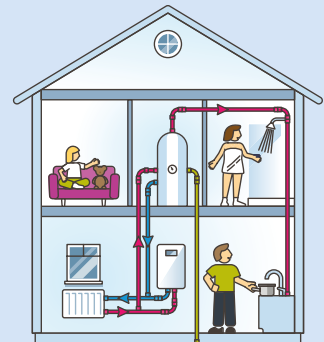
### Conventional boiler

A conventional boiler, also known as a regular or traditional boiler, is a type of boiler commonly found in older homes. It works by heating water stored in a cylinder or tank, usually located in the loft, or airing cupboard.



### System boiler

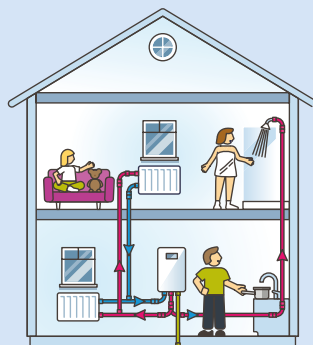
A system boiler is a type of boiler that works alongside a sealed hot water storage cylinder to provide central heating and hot water to a property.





## Combination boiler

A combination boiler, commonly known as a combi boiler, is a type of boiler that provides both central heating and instant hot water on demand.



## Using your thermostats and programmers

A timer or programmer allows you to control when you're heating, and hot water comes on and goes off.

A room thermostat turns the heating on until the room reaches the set temperature and then turns off until the temperature drops below your set temperature. We recommend you set it at the lowest comfortable temperature, typically between 18°C and 21°C. You can set it to go on at certain times and off if you are not at home, or if you don't want heating on overnight.



Thermostatic radiator valves (TRVs) allow you to control the temperature of your individual radiators, so you can turn down the heat in rooms you are not using. Using the lowest setting that keeps the room at a comfortable temperature will reduce the volume of hot water consumed, using less energy and saving you money.



## Resetting a boiler

**Error code display:** Check against your manual if you have one or search for it online. Knowing what the error code means helps us if you need to report a repair.

**In case of ignition error:**

Ensure you have a gas supply or your gas meter is topped up.

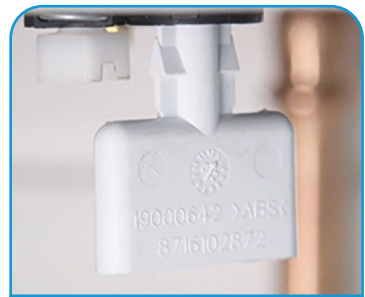
Press reset and check that the boiler fires up, water is running hot and radiators are getting warmer.



## Repressurising your boiler

A lack of pressure can stop the boiler working and leave you without heating or hot water.

The pressure gauge on your boiler should ideally read between 1 and 1.5 Bars. If it shows below one bar, you should repressurise your boiler. Please note that it is worth checking the manual for your particular boiler, as recommendations can sometimes vary. Locate your filling loop (usually a plastic lever-style valve below the boiler) and open it. You should see the pressure gauge or digital display start to increase, as water fills the system. Once it reaches 1 to 1.5 bars, close the filling loop. You may need to reset your boiler for it to start working again.



Internal filling loop

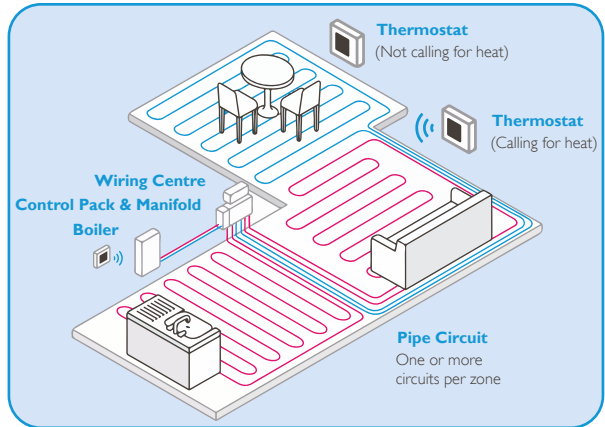


External filling loop

# A brief guide to underfloor heating

Underfloor heating uses a network of water pipes under the floor to warm the house. The water may be heated with a conventional boiler or using a ground/air heat source pump. The heat is controlled by thermostats to maintain a consistent temperature throughout the property.

Whereas a conventional radiator can get quite hot, using water of up to 80°C, an underfloor heating system has a much lower surface temperature of between 25-27°C. This allows a more even distribution of radiant heat to the room.



## If you smell gas:

- ✓ Open windows
- ✓ Turn off gas at the emergency valve, usually situated next to the meter
- ✓ Call the emergency gas number on **0800 111 999**
- ✗ Don't turn on lights as the switch can cause a spark
- ✗ Do not light any flames/smoke



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Saxon Weald

Head office: Saxon Weald House,

38-42 Worthing Road, Horsham, West Sussex RH12 1DT

Tel: 01403 226000 | Email: [hello@saxonweald.com](mailto:hello@saxonweald.com) | [www.saxonweald.com](http://www.saxonweald.com)

