Quantum Storage Heater Frequently Asked Questions

Q&ADoc

Refer to the installation and operating instructions for further information.

• How can I lower my bills?

Keeping your energy bills down is really important and the Quantum heaters have been designed with that in mind.

The Quantum heaters automatically calculate the **minimum** amount of energy to be stored daily to deliver the customer's heating requirements. The level of energy is based on a number of factors. Some of these you cannot control, for example the average outside temperature, however some of these you can control and by adjusting these you can reduce the energy stored daily and therefore reduce the running cost. The factors that you can control are:

- **Room setpoint temperature.** Obviously the higher the room setpoint the higher the running costs. For example reducing the room setpoint from 22°C to 21°C will reduce the daily energy usage by approx 7%.

- **Programmed heating hours.** The more heating hours the higher the running costs. For example changing from Home all day mode to Out all day mode will reduce the daily energy usage by approximately 30%.

• I increased the room setpoint during the day but the heater cannot achieve the new setpoint during the evening time?

The Quantum heater calculates the energy to be stored for the next day at 23:55 GMT. So whatever the settings are on the heater at this time (room setpoint, programmed timer mode etc.) these will be used to calculate the energy stored for the next day.

So for instance if you have set the programmed heating mode to **HOME ALL DAY** before 23:55 GMT it will store more energy than if you had set the mode to be **OUT ALL DAY**.

If you change any of the settings on the heater after 23:55 GMT it will not change the level of energy stored and this could mean you may not have enough stored energy to meet you heating requirements for the day.

Therefore it is recommended that the heater settings both room setpoint and programmed timer mode are not adjusted daily but rather set at the required level and left. We call this '**set and forget**'. In this way the heater can be calculate the optimal level of stored energy for the next day.

• My room temperature is not high enough during the day.

The Quantum storage heater only releases heat during the programmed periods. This is indicated by '**comfort on**' on the display. If the display is showing 'comfort off' then it is outside the programmed period and the heater will not give out heat.

If the display is showing '**comfort off**' but you need heat then you can either select Advance by pressing the Advance button (this will bring on comfort until the next programmed period), or you can change the programmed times within the programmed timer mode menu to bring '**comfort on**'.

• My room temperature is not high enough in the evening.

The Quantum storage heater is designed to store the minimum amount of energy to meet your heating requirements. In the evening during '**comfort on**' times if the heater is not able to deliver the required comfort levels then there is not adequate energy left. This may happen during harsh winter conditions where the outside temperatures are very low or if prolonged heating at high temperatures is required. In this case you may need to force the heater to store more energy.

This is achieved by selecting Extra charge within the User info menu. You can select upto 4 hours extra charge per day. It is recommended that you start by selecting one hour extra charge per day until your comfort level is reached. This will increase the energy stored for the following day and this setting will remain until you set the extra charge back to **none**.

Note : The extra charge setting will make the heater store more energy but this may increase your running costs.

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• The surfaces of my heater are not hot in the evening.

Due to the increased insulation levels within the Quantum heater, compared with traditional storage heaters, it is to be expected that the surfaces of the Quantum may be cooler to the touch than you are used to with traditional storage heaters. No need to worry, this is normal and it shows that the heater is not wasting heat by releasing it when it is not required. So the heater surfaces can appear to be cool but there is still significant heat stored that can be released during the 'comfort on' periods.

• Some days the heater seems hotter than others?

The Quantum heater will calculate the optimal amount of energy to be stored for the next day. This is based on a number of factors including the forecast average daily temperature for the next day.

As the forecasted average daily temperature can vary from day to day, so the amount of energy stored by the heater can vary day to day.

The important point is that the heater is able to deliver your required comfort levels on a daily basis.

• Do I need to leave my heater switched on at the wall at all times.

The Quantum electronic controller uses data from the previous day to calculate the optimal energy to be stored for the next day. This historical data is lost if the heater is switched off. So it is recommended that both supplies are switched on and left on at all times.

• Why am I having to use boost every day to achieve comfort?

It would not be normal to need to use the boost function on a daily basis. The use of boost every day means that the heater is not storing enough energy to meet your comfort requirements. Boost may be required during harsh winter conditions or if you require prolonged heating times at high temperatures but under normal conditions boost should not be required.

Reference see Question - '**My room temperature is not high enough in the evening**'.

• 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 set the setpoint temperature to a low level, say 12°C and leave both switches on.

• The settings on my heater display keep changing.

The settings on the heater will not change, even after a power cut. If there are young children in the house it is recommended that the childlock is enabled as this will stop them changing the settings.