

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:

#### 1. 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.

#### 2. 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.

#### 3. 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.

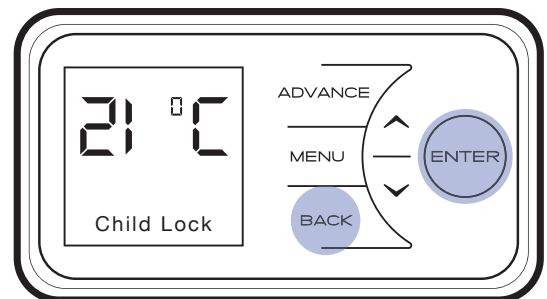
### **How can I lower my bills?**

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.