

# Quantum Storage Heater Frequently Asked Questions

Q&ADoc

Please 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 your Quantum heaters have been designed with this mind.

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

- **Room setpoint temperature.** The higher the room setpoint the higher the running costs. For example, reducing the room setpoint from 22°C to 21°C will reduce your 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 your daily energy usage by approximately 30%.

## What timer mode is best for me?

Your Quantum heater has 4 timer modes. You need to select the mode that best suits your lifestyle so that you get comfort when you require it. See below some recommended timer modes for various lifestyles.

### Lifestyle : I work 9am to 5pm

The heater leaves the factory set in **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 so you don't need to do anything.

### Lifestyle : I am retired and I am in during the day.

If you are around the house all day then it may be best to use the **Home all day** mode. In this mode you will get 4 comfort on periods split across the day.

### Lifestyle : I work in the mornings and I get home around lunchtime.

In this case you could use the Home all day mode but change the programmed times to:

06:30 → 08:30  
12:30 → 13:30  
15:00 → 17:00  
18:00 → 22:00

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

Ensure that the controls have not been changed during the day, as not allowing 24 hours for changes to be incorporated into the change taken is the main cause of evening underheating. If 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 Shetland 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.**

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

Your Quantum storage heater only releases heat to the room during the programmed (Comfort On) periods. This is indicated by '**Comfort On**' on the display. If the display is showing '**Comfort Off**' then it is outside of the programmed heating period and the heater will not give out heat.

If the display is showing '**Comfort Off**' but you require 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 timer mode menu to bring '**Comfort On**' into operation at the time heat is required.

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### The surfaces of my heater are not hot.

Your Quantum storage heater has very high levels of insulation compared with traditional storage heaters. This high level of insulation means that the heater does not waste heat during periods when you do not require heat. This means that the heater is more efficient than a traditional storage heater.

One of the consequence of this is that the surfaces of the Quantum may be cooler to the touch than you are used to with traditional storage heaters. This is normal and shows that the heater is doing what it should. The heater surfaces may appear to be cool but there is still significant heat stored that can be released during the '**Comfort On**' periods, and it is important to use room temperature as a guide to correct heater operation, rather than surface temperatures.

### 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, and room temperature should be used to judge this rather than surface temperature.

### 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 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 occasionally during Shetland winter conditions or if you require prolonged heating times at high temperatures, but under normal conditions boost should not be required.

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.

### My children keep changing the settings on the control.

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