

## Fact Sheet

# Storage Heaters

### Tools

- N/A

### Steps

1. If your electrical heating is not working the first thing to check if you are on pre-payment meters is that you have credit
2. Check you electricity displays are on at the main meter, if not please contact your electrical supplier in the first instance
3. Check off peak fuse board (this is usually separate to the main fuse board) – make sure all switches are up
4. Go round and ensure all switches are on at the wall for the heaters you wish to use
5. Check the dials for the input/output ensuring that both dials are turned  $\frac{3}{4}$  way to the right (clock-wise)
6. **Bricks located within the heaters will charge up overnight and release heat during the day**
7. If there is still no heat the next day then please contact the repairs department on 08000740169 for an Electrician to attend

### What are electric storage heaters and how do they work?

Electric storage heaters store up heat during the cheapest off peak electric tariff period and then gradually release heat throughout the day. Storage heaters store up heat overnight (eg the Economy 7 tariff.) Each storage heater works individually, so you can choose how you want to heat each room separately. Each heater has a separate on and off switch on the wall which should be left on when using the heater.

### Types of storage heaters

There are four main types of storage heaters:

- Basic storage heaters have two main controls, an input (controls how much heat the heater stores) and an output (controls how quickly the heat escapes).
- Automatic storage heaters have an inbuilt sensor to monitor air temperature. The heater should automatically adjust its charge to match your chosen settings. Some heaters don't have any settings so you don't need to adjust them.

- Fan-assisted storage heaters blow warm air into the room from the bottom of the heater. Some models have a two-speed fan to control the output of the heat.
- Combination storage heaters have a built-in convector heater. You can use this to top up the heat, for example in cold weather. Depending on your tariff, this boost may use energy at peak or off-peak time prices – contact us if you're not sure.

## Safety tips when using storage heaters

- Never cover the air vents of your storage heaters.
- Make sure there is a gap of at least 15cm between the bottom of your curtains and the top of your heater.
- Installing a storage heater guard can protect children or elderly people from heaters. Some covers can still get warm, so we recommend that children are always supervised when around the heaters.
- Don't leave anything flammable close to the heater.
- Don't dry clothes on the heater.

## How to use your storage heater

The storage heater controls are normally found on the top of the heater, sometimes under a flap. Once you have found the right settings to keep you comfortably warm, you shouldn't need to change the controls unless the weather changes. You can find more information on how to work your storage heater in the user manual.

- Input – this controls the amount of heat stored during off peak hours. This has the biggest influence on the running costs. In mild weather, the input should be set to low. In cold weather, set the input to a higher setting to store more heat, dial set 3/4 clockwise.
- Output – make sure the output switch is turned down/off during the night or when you aren't at home, to avoid wasting heat, dial set 1/4 clockwise.

We hope this information was helpful. If you are still experiencing problems with your storage heater, then please contact your repairs service.

**You can also find a video to accompany this fact sheet at: [www.mearsgroup.co.uk](http://www.mearsgroup.co.uk)**

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These videos and accompanying guidance notes are intended as a guide only and it is your responsibility to ensure you do not put your safety or the safety of others at risk. If you are in any doubt as to whether you can carry out a task safely then you should contact a professional for assistance. Mears Group Plc and its subsidiaries will not be liable for any injury, loss or damage caused, of any nature, as a result of the use of these guides.