

## Support

Your installation has been carried out through UK Energy Management NE Limited or a nominated electrical partner. Your installation team will explain the day to day running and use of your new high heat retention storage heating system and this guide is designed to help your further understanding of the programming elements.

There are fundamental differences to older electric storage heating systems, and this must always be kept in mind whilst getting used to your new system.



**UK Energy Management NE Limited**

Unit 4B, Blair Way  
Spectrum Business Park  
Seaham

**Phone:** 0191 466 1185

**Email:** [customerservices@ukem.co.uk](mailto:customerservices@ukem.co.uk)

# ECO3 Guide to High Heat Retention Storage Heaters

## Welcome

Thank you for choosing UK Energy Management North East Limited as your funder to deliver energy efficiency improvements through the installation of new high heat retention electric storage heaters. At this stage, your installation will be underway, and you will be aware of the HHR models and locations of installation.



**ELNUR** powered by  
**Gabarrón**

Our decision to partner exclusively with Elnur is based on the unrivaled quality in manufacture and design with storage heaters offering technical features to ensure that your home is heated effectively in terms of comfort and cost efficiency.



## Technology at work for you

- Storage heaters use off-peak electricity which means they provide a low carbon heating solution
- They are intended to provide "all day heat" to a room or property which helps to maintain temperature in the building fabric, thus reducing ongoing building maintenance issues
- When correctly specified and used, storage heaters will provide the most cost-effective electric heating solution
- Storage heaters come in different types to suit all applications
- Elnur offer all the storage heater variants to ensure that the right model is available for the right application - High Heat Retention, Integrated Storage / Direct Acting and Fan Assisted.
- Storage heating technology is proven and reliable with life expectancy of the heaters themselves generally accepted as being greater than alternative products
- They are maintenance free and do not require annual servicing

### Dispelling the myths:

Too hot in the morning & too cold in the evening! Does this statement sound familiar?

The main reason for this statement:

- Incorrect operation by the user

Most commonly, users in the UK, do not alter the storage heater controls on a regular basis which, has a direct bearing on room comfort levels and heater running costs.

### Ecombi HHR storage heaters are different to traditional heaters and the following differences will be noticed:

- The heaters may be smaller in physical size than the heater they are replacing, this is because they are dramatically more efficient than traditional slimline heaters
- The heaters will be considerably cooler "to the touch" - this is normal
- The heaters are highly temperature accurate and will not overheat a room as would be common with traditional heaters.
- The heater will be noticeable as emitting heat because the fan will be active
- If the fan is not active, it does not mean the heater is not working - it means the room is at the temperature set point that has been selected
- During an "on period" it is common that the fan will operate intermittently as and when required, to firstly raise the room to the required level and then to maintain that level.

## Key points to remember

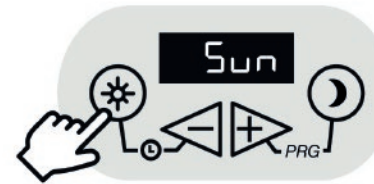
If the occupant feels that they are too cold, the temperature setting should be increased and if they are too hot, the temperature setting should be decreased.

- It is normal for users to have a “settling in period” after installation whereby, they adjust the temperature settings of each heater to obtain their ideal comfort levels – we recommend that this is done by small increases/decreases and that a reasonable time is allowed for the heater adjustment to affect the room before adjusting further
- We recommend a minimum 3°C and a maximum 5°C variation between the comfort (sun) and background (moon) temperature settings
- The comfort (sun) temperature setting should always be higher than the background (moon) temperature setting
- The charging period is set by default, as being midnight to 7am. If your energy provider operates different charging times, the charging program default should be altered accordingly
- When the clocks go forward and backwards (daylight savings), the heater time setting will need to be altered accordingly, by the user
- On the time and temperature program, the charging hours should be set to the background (moon) temperature setting. Do not set to frost mode in the charging times as this will result in no charge being taken. Do not set to comfort (sun) temperature in the charging times as this may cause a reduction in the charge taken.

## ECOHR 20/30/40

# Quick Guide for Comfort Temperature Setting

This is the only control you will need to know to adjust the heater to suit your needs.



Press and Release the sun (comfort) ☀️ button  
The word **SUN** will be displayed for a short time  
and then the current set temperature for the  
comfort level will start to flash.



Use the plus ➡️ or minus ⬅️ button to adjust  
the comfort temperature.



Press and Hold the sun ☀️ button again to set the  
new comfort temperature level.

