

## SELF HELP GUIDE – STORAGE HEATERS

### MY HEATER IS COLD

- Ensure switch on the wall is ON (for combination and fan storage heaters ensure both switches are on).
- Check the fuse is OK and the circuit breaker is on.
- Ensure the INPUT dial (right hand control knob) is turned to maximum.
- Ensure the OUTPUT dial (left hand control knob) is turned to minimum.
- Has the product been inadvertently covered or furniture pushed to close to it? If so, the safety cut-out may have operated. [Click here](#) to download your storage heater instructions which will show you how to re-set the cut-out (please note we only keep the latest issue of instructions on this website).
- Are other heaters operating correctly if so the off peak signal may not have been received. Wait for the next charge period and check again.

### MY HEATER IS TOO HOT

- Turn INPUT dial (right hand control knob) down.
- Turn OUTPUT dial (left hand control knob) to minimum.

### STILL HAVE A PROBLEM?

- Is the product in warranty?  
YES – please [click here](#) to contact us.  
NO – please [click here](#) to contact your local Dimplex service agent.