

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,
- Make sure the required Timer Mode is selected and there are Comfort period times set,
- Increase the XLE heater temperature Set Point by a few of degrees for the next couple of days.

The surfaces of my heater are not very hot.

Your XLE storage heater has higher levels of insulation when compared with traditional storage heaters. This means that the heater does not waste heat during periods when you do not require heat.

As a result the surfaces of the XLE may be cooler to the touch than with traditional storage heaters. This is normal and shows that the heater is doing what it should. The heater surfaces may appear to be cooler but there is still significant stored heat that can be released when the fan is operating during the '**Comfort On**' periods.

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 XLE heater will automatically calculate the required amount of energy to be stored for the next day.

This is based on a number of factors, such as the room temperature, the weather conditions and the length of '**Comfort On**' periods selected 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.

What Timer Mode is best for me?

Your XLE 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

Although the displays shows Comfort On, the Fan does not appear to be operating?

Heat should be released from the heater during the '**Comfort On**' period. However if the room is at the temperature set on display or above it, the Fan will not operate continuously but will cycle On and Off to maintain comfort levels.

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 set point required. Leave both switches ON at the wall.

I need the heat during the 'Comfort Off' period, what could I do?

Your XLE storage heater only releases heat to the room when the Fan is operating 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 switch on the Fan 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.

My room temperature is not high enough in the evening.

If in the evening during '**Comfort On**' times the heater is not able to deliver the required comfort levels then there is not adequate stored energy. This may happen:

- During severe weather conditions where the outside temperatures are very low,
- If prolonged heating at high temperatures is required.
- During the changeable weather conditions, like in spring or autumn time, where outside temperatures can vary significantly and room temperatures can be affected by solar gains etc.

See below some recommendations:

- Set the room temperature set point to match your comfort levels. Setting the room temperature too high may mean that too much of the heat is lost early in the day.
- Set the Timer Mode and adjust / 'tailor' the Comfort times to suit your lifestyle. Try to avoid heating the room when it's not needed.
- XLE heater has an '**Extra Charge**' function which forces an extra charge for up to 7 hours during Off-Peak periods. In this way more energy is stored during the Off-Peak period and this could increase comfort levels.

NOTE: Only use this setting when a room is consistently below the required temperature and you are sure that the Timer Mode is set up and selected correctly. The 'Extra Charge' option will lead to more energy being stored during the Off-Peak period, but this will lead to higher running costs.

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 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 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**'.

How can I lower my bills?

Keeping your energy bills low is important and your XLE heaters have been designed with this in mind.

The XLE 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, and reducing the energy stored daily and therefore the running cost.

The factors that you can control are:

Room Set point temperature. The higher the room set point the higher the running costs. For example, reducing the room Set point from 22°C to 21°C can reduce your daily energy usage by up to 10%.

Programmed heating hours ('Comfort On' times): The more heating hours, the higher the running costs. Adjust / 'tailor' the Comfort times to suit your lifestyle.

Timer Mode: For example, changing from '**User Timer**' Timer Mode to '**Out All Day**' mode (factory default Comfort periods are set) can reduce your daily energy usage by up to 30%.

'Boost' operation. Try avoid using the '**Boost**' function, unless absolutely necessary.

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.

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.

So on the first day after it has been switched on the heater will store a reduced level of energy. If this is not enough to deliver the comfort levels then the next day it will store more energy and so on until it stores enough energy. It may take up to 3 days to achieve the correct level of energy store.