



Heating, Hot Water & Ventilation
for **Social Housing Providers**

GlenDimplex 
HEATING & VENTILATION

Bringing comfort to everyone

Glen Dimplex Heating & Ventilation

We are proud of our long-standing relationship with the social housing sector, and our tradition of developing bespoke heating solutions which provide you and your tenants with great value for money, high SAP scores and impressive reliability. For both new-builds and refurbishment projects we've got a solution to help you maximise your budget and improve your housing stock with a brand that you can trust.

Market-leading Brands

Operating at the forefront of current and future developments in heating, cooling, hot water and ventilation, our product portfolio features many of the best-known brands including such market leaders as Dimplex, Valor and Faber together with Creda, Robinson Willey, Ability, Redring and Xpelair.



Our Services

Keeping Updated

We recognise the importance of keeping abreast of changes in legislation. At Glen Dimplex Heating & Ventilation, we have created a number of CPD titles, along with less formal training sessions, to help keep you up to date with latest industry and technology developments – from improving a building's energy performance certificate (EPC) rating to the measures & funds available to address fuel poverty.

Expert Advice

Our Regional Specification Managers have relevant and up-to-date knowledge, supported by hands-on industry experience. Combined, this results in an understanding of what is involved in specifying heating, ventilation and hot water systems in the social housing sector. Your regional contact can help you find a route to the most effective solution, taking into account energy performance targets and any specific requirements or limitations of your stock. The team are also able to attend resident meetings to discuss the products and train residents on their usage.

Product Application Support

Our in-house Applications Design team are here to support you. We offer free, no obligation advice and assistance in recommending suitable products for your housing stock.

The team of engineers understand the real-life application of the products they recommend. Their knowledge covers a wide range of scenarios and can guide you towards the most effective solution.

For more information or support on any of our products in this brochure, please contact your **Regional Specification Manager** or call us on **0344 879 3588**.

You can also enquire online at: www.gdhv.com

Free Trials

We understand that you need to gain maximum impact for your tenants using a limited budget, and that paying for technologies that don't deliver is a risk you can't afford to take.

At GDHV we offer social landlords the opportunity to trial our products for free. To enquire about eligibility, contact your **Regional Specification Manager**, or call us on **0344 879 3588**.

GDHV Academy

At Glen Dimplex Heating & Ventilation we are not only committed to supporting the most forward-thinking, efficient and sustainable industry-leading brands, but also believe in supporting our products and customers, so we offer a range of face-to-face training courses. From in-depth training on legislative criteria during product specification to how a product works and is installed, our training courses can be tailored to suit a multitude of skill and knowledge levels.

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Regulations & Compliance

The regulatory landscape that affects heating, ventilation and hot water in social housing is complex. A number of different influences are often relevant and there can be more than one way to meet the requirements. We understand current and upcoming regulations at regional and national levels, so if you have any questions or require further guidance, contact your Regional Specification Manager.

The Standard Assessment Procedure (SAP) is a government software for rating the energy performance of residential dwellings. In its full form, SAP deals with all the requirements that must be met when designing a new building. If you are involved in new developments, compliance is covered in more detail later in this brochure (see page 24).

For most social housing providers however, the challenge is maintaining and improving existing housing stock. A reduced version of SAP (RdSAP) is used to ensure that both energy efficiency and running cost criteria are met. Many of our technologies deliver a direct improvement in the score of a property and this is covered in more detail within the relevant product sections.

The government's Clean Growth Strategy (CGS) has announced new targets requiring that all housing hold an EPC of Band C or above by 2030. There is no doubt that this will improve the amount of energy used in UK homes and the lives of your social housing tenants, but for those responsible for upgrading housing stock it will be a challenge.

In some instances, the targets set across the UK are even more stringent; for example, the Energy Efficiency in Scottish Social Housing (EESH) requires that a minimum energy efficiency level is met in all properties by 2020. These requirements vary according to dwelling type, whether it is being assessed using SAP 2009 or SAP 2012, and whether the property uses gas or electricity as its heating fuel.

Whatever your target, we have a number of solutions that can support your refurbishment projects, speak to our team if you have properties that need to be brought up to meet required standards.



Regulations & Compliance

Technological Requirements

Alongside national building efficiency requirements, legislation is also being brought in which focusses on specific technology categories. Ecodesign has already introduced energy labelling and minimum efficiency standards on a range of products, including light bulbs, gas boilers and white goods. Lot 20 is part of this directive and came into force 1st January 2018.

Designed to remove inefficient space heating products from the market, Lot 20 requires that time and temperature control be integrated into all products sold in the UK. Whilst this brings improved efficiency, there can be cost and installation considerations to make when deciding on your planned and reactive maintenance strategies.

There are also other technology requirements to consider when reviewing heating, hot water and ventilation, and we can help you minimise your spend where possible and practical, whilst improving your housing stock and helping to provide your tenants with a comfortable home.

Tackling Fuel Poverty

2.5 million households in the UK meet the criteria for living in fuel poverty. This means that more than ten percent of homes in the UK are calculated as having above-median energy costs which, if the occupants were to pay them, would leave the household income below the official poverty line.

This either means people are cold, in debt to their energy supplier, or have very little money left for other bills, food and necessities. What's worse, reports and data suggest that our efforts to address this are stalling, and more people are entering fuel poverty than leaving it.

There are many factors which can contribute to addressing fuel poverty, and we at Glen Dimplex Heating & Ventilation are eager to play our part in reducing the impact that this has on millions of families in the UK. We will continue to work with energy companies, tenants and social landlords to reduce the amount of household income needed to keep warm.

Fuel Poverty

"£325- How much more a fuel poor household in England needs to pay to stay warm compared to non-fuel poor households"

- End Fuel Poverty Coalition



Specifying Heating, Hot Water & Ventilation

The fuel available to a property often defines the heating and hot water systems used within it. For the majority of the UK this is gas, with the next most common fuel being electricity. Electrically heated homes are often not connected to the gas grid and require specific knowledge when being reviewed and upgraded.

For these homes, off-peak tariffs are almost always the best choice, using cheaper rate energy and bespoke technologies to provide heating and hot water for the occupants. Technology has progressed rapidly in this area over recent years, accelerated by the introduction of Lot 20, and modern storage heating products offer significant gains over traditional systems. Capital cost considerations sometimes lead to the consideration of other electric technologies, but in both EPC rating and real life running costs, off-peak heating and hot water systems are likely to be the best choice for your housing stock and your tenants.

In some instances homes, or spaces within them can benefit from the application of direct-acting heating. Whilst running costs will be higher compared to their off-peak alternatives, when used in areas where very little heating is required, they can help balance a specification to meet capital cost restrictions.

As homes become better insulated, the hot water requirement becomes a more significant part of a property's running costs, and a year-round consideration. Again, budget availability and energy efficiency improvement requirements will drive specifications towards off-peak electric cylinders or hot water heat pumps.

Another factor of better insulated homes is the need to manage indoor air quality and control condensation. In most instances this can be achieved with our standard range of ventilation products. However, where required, humidistat control, positive pressure ventilation and single room heat recovery can be applied to resolve more complicated issues, such as mould or radon gas.

The key factors that must be balanced when upgrading these systems include budget, energy efficiency, tenant needs and property limitations. Our portfolio of products can support you with whatever your specification requirements demand.

Our Specification team has relevant and up-to-date knowledge, supported by hands-on industry experience. Combined, this results in an unrivalled understanding of what is involved in specifying heating, ventilation and hot water systems in the social housing sector.

Please contact your **Regional Specification Manager** for support in specifying heating, hot water or ventilation for your housing stock, or call **0344 879 3588**

Specifying Heating, Hot Water & Ventilation

Heating

Off-peak heating is best suited to frequently occupied spaces, and homes with all levels of insulation. If the capital is available, moving to high heat retention storage will further improve the EPC of the building, and reduce the running costs of the tenant. **See page 10** for more information.

Direct-acting heating is best suited to spaces that are infrequently occupied, and homes with very high levels of insulation. Where a small amount of energy is required for space heating, the higher running cost of these products is offset by their lower capital cost and energy use. **See page 11** for more information.

Hot Water

There are a number of options for the specification of electric hot water; including instantaneous, stored, off peak and also renewable products which can be used to fulfil specific property and user requirements.

Instantaneous water heating is best applied when hot water requirements are very low and infrequent. When used domestically, these systems are typically used where pipework and water storage is not available/possible – often in small dwellings. They can be used to provide hot water to sinks and basins, and are often combined with an electric shower.

A water cylinder, often connected to an off-peak supply, allows for an efficient method of heating water directly with an immersion element and storing it until it is needed in the property. Some water cylinders can further reduce running costs, with added advanced controls and self-learning capabilities resulting in a reduced energy consumption. **See page 13** for more information.

Hot water heat pumps are already a popular specification on the continent, and are becoming increasingly popular in the UK. These products use a small air source heat pump to produce hot water from a ducted air supply. This means that the year-round hot water requirements of the property are generated using renewable energy. The products are recognised in SAP and, if there is space to install, can have a significant impact on the hot water costs of a home. **See page 12** for more information.

Showering is an important factor in the specification of an electrically heated home, both in terms of the loading / output of the unit, and also the safety requirements of the users. **See pages 16 and 17** for more information.

Ventilation

Improving indoor air quality is an important part of a system specification, and changes to the systems above can often require a ventilation review. From bathroom fans to whole house mechanical ventilation and heat recovery systems, getting the right specification means understanding the needs of a property, its occupants, and the benefits that the different systems can offer. **See pages 18 and 19** for more information.



Product shown: Quantum Heater



Product shown: Q-Rad

Specification Support

Specifying heating, hot water and ventilation is not always easy. Our in-house Applications Design and Specification teams are here to support you.

We offer free, no obligation advice and assistance in recommending suitable products for your housing stock. The teams understand the real-life application of the products they recommend. Their knowledge covers a wide range of scenarios and can guide you towards the most effective solution.

Free Trials

As a social housing provider, it is critical that you spend your budget wisely, choosing only proven systems and products that deliver on the promises they make.

The market is full of claims, but GDHV goes one step further and offers free trials, meaning you can be completely confident in the system that you eventually specify. In addition, we are keen to engage with your tenants to ensure our systems also bring them genuine benefits.

With such a wide range of specification options, we are ideally placed to help you with your heating, hot water and ventilation requirements, from planned and reactive maintenance to new build development.

Some of ranges available for trial are:

- Quantum Heating and Hot Water system
- Electric Panel Heating and Hot Water Heat Pump system
- Selectronic Care Showers
- MVHR and Ventilation systems

To offer these trials we would need:

- Access to the property to ensure correct installation and set-up
- Feedback from you and your tenants
- Access to any data gathered during the trial

If you would like more information or would like to see if you are eligible for our free trials, contact your **Regional Specification Manager** or call GDHV on **0344 879 3587**.

Fires

Energy efficiency and affordable warmth are major considerations when specifying fires for social housing. We have continually worked closely with local authorities, housing associations and registered social landlords to develop a comprehensive range of electric and gas fires that provide an economic, energy efficient secondary heating solution as well as comfort to tenants without compromising on quality or design.

Both our gas and electric product ranges work to address the ongoing need to reduce carbon emissions from the UK's housing stock to meet stringent regulations. They offer full controllability which means tenants can easily adjust the heat output, and therefore the energy consumption, resulting in a reduction of carbon emissions.

Our range of electric fires are all BEAB approved, and incorporate features such as thermostats and dedicated safety cut-out functions, adding peace of mind that the appliance is fit for purpose, particularly for homes with vulnerable occupants. Our fires come in a range of classic and modern designs and give a home a warm and cosy feel.

For a wider choice and greater flexibility when it comes to specifying electric fires and surrounds, there is a 'mix and match' offering on selected Valor electric suites. This allows greater freedom when choosing from a selection of different design surrounds, with numerous finishes such as mahogany, maple, oak and white. This range of suite surrounds and fires are suitable for the Valor and Robinson Willey ranges of electric fires to offer greater choice.



Product shown: Quantum Heater



Product shown: Chadwick electric suite

Off-Peak Heating

Off-peak heaters store energy using a cheap tariff, often charging at night before delivering heat into the space when it's needed the next day. The technology is split out into storage heating (XLE), and high heat retention storage heating (HHRSH = Quantum).

This is because they have differing responsiveness ratings within SAP, with HHRSH being recognised as a better controlled, insulated and therefore more efficient product. This has a positive effect on the EPC rating of a property, and the system can be up to 27% cheaper to run when replacing a traditional storage heating system.

Off-peak heating is the preferred option for frequently-occupied spaces, as operating costs are significantly lower than those of a direct-acting heater. The controls are easy to use, self-learning and the products have no ongoing maintenance requirements. This also allows for the specification of off-peak water heating for additional running cost savings.

		Quantum	XLE
Meets SAP Criteria For	High Heat Retention	Y	N
	Standard storage heating	Y	Y
Wiring	Single Supply option	Y*	N
IP Rating	IPX4	Y	Y
Approvals	BEAB	Y	Y
Guarantee		10 Years Extended	2 Years
App controlled	Dimplex Control Capable	Y**	N

* Single supply installation requires a number of criteria to be met, please refer to product information or your Regional Specification Manager for more information
 ** A Dimplex Hub is required for this product to connect to Dimplex Control. For instruction on setting up Dimplex Hub, please refer to the manual. Manuals can be downloaded at dimplex.co.uk



Product shown: Quantum Heater

Direct-Acting Heating

It is common to specify direct-acting heaters into areas of a property that are infrequently occupied, often in support of an off-peak heating system. Panel heaters and electric radiators come in a huge range of designs and specifications, with styling and controls to match their off-peak heating counterparts.

For very well insulated properties, these heaters offer an attractive and effective primary form of heating. This is a very popular solution in new build flats and properties where heat-losses are very low.

Panel heaters are slim, wall mounted, and use a mixture of convected and radiant heat to warm a space quickly. These technologies can accurately balance the temperature of a space, in order to help you create a comfortable environment. Panel heater installation costs are minimal, due to the lack of pipework required, and can be a great supplement for hydronic systems, especially in infrequently heated areas.

	Output (W)	Height (mm)	Width (mm)	Depth (mm)
Q-Rad	500 - 2000	546	513 - 918	105
Monterey	500 - 2000	536	503 - 911	104
Girona	500 - 2000	565	530 - 940	107
Saletto	500 - 1500	235	746	100
PLXE	500 - 3000	430	450 - 860	108
Low Surface Temperature	500 - 1500	420	688 - 860	108



Product shown: PLXE

Electrification

You may have read about the UK's move towards electrification. The way we generate electricity has decarbonised significantly in recent years, with coal production being replaced with renewable sources such as wind farms and photovoltaics. This is being recognised in the compliance systems that regulate specifications in new buildings, and will eventually make its way to refurbishment too. Electricity is not the 'dirty' fuel that it has been labelled in the past, and all types of electric heating are going to become much more popular as our grid continues to decarbonise.



Hot Water Heat Pumps

A hot water heat pump is a low carbon technology for providing a properties hot water, which consists of a ducted system supplying fresh air to a small refrigeration circuit, mounted on top of a water cylinder.

In new buildings, a hot water heat pump like our Edel can reduce carbon emissions and running costs compared to direct cylinders, while potentially improving plant size in block developments. The product can also help you to gain Part L compliance, especially when combined with electric panel heaters.

In refurbishment projects, installing a hot water heat pump can help to improve a property's EPC rating, reducing the year-round running costs associated with hot water.



	Height (mm)	Diameter (mm)	Capacity (L)	Heat Loss (kW/24hr)
EDL200UK-630	1426	630	200	1.85
EDL270UK-630	1690	630	270	2.00

Electric Flow Boilers

Suitable for unvented wet central heating and domestic hot water systems, an electric flow boiler can be used as a direct replacement for gas, oil, propane or solid fuel heating.

The Powerstream Ascari electric boiler is 99% efficient and provides a versatile and safe way of heating water using electricity. It also provides a flexible installation as it does not require a flue or fuel tanks storage.

Benefits & Features

- Compact integrated design, ideal for well insulated properties up to 80m²
- Choice from 12, 10, 8, 6 or 4kW power settings at installation
- Selectable heating system water temperature, 21°C - 80°C
- Integral circulation pump and expansion vessel
- Cast iron heater for thermal stability with 5 litre water storage



Water Cylinders

Electric water cylinders are an efficient method of heating water directly with an immersion element and storing it until it is needed in the property. Typically operating on an off-peak tariff, both direct and indirect cylinders are available, depending on the system that is being replaced.

For added control, the Quantum Water Cylinder can further reduce running costs, as its advanced controls and self-learning capabilities minimise the energy used to meet the hot water requirements of your tenants.

All cylinders are stainless steel, have no ongoing maintenance requirements and come with a 25-year warranty for the inner cylinder and a 2-year warranty for the immersion heater and other components.

	Height (mm)	Width (mm)	Capacity (L)	Expansion Vessel (L)	Heat Loss (kW/24hr)
Direct Cylinders ECSd100-580 - 300-580	810 - 2080	580	100 - 300	12/19/24	0.75 - 1.96
Indirect Cylinders ECSi100-580 - 300-580	810 - 2080	580	100 - 300	12/19/24	0.75 - 1.96

	Height (mm)	Width (mm)	Capacity (L)	Reheat Time (Mins)	Heat Loss (kW/24hr)
Quantum Water cylinder QWCd125-580 - 300-580	945 - 2065	580	125 - 300	122 - 313	0.95 - 1.96
Quantum Slimline Water Cylinder QWCd125-480 - 300-480	945 - 2065	480	125 - 300	122 - 313	0.95 - 1.96



Bathroom Heating

There are a number of options when it comes to bathroom heating, and the decision on what to specify often starts with the space that is available. The next consideration is the amount of heat required, and whether these requirements need to be met with a single product, or a selection.

Combined with the correct shower and ventilation system, improving bathrooms in your housing stock can bring great improvements to your tenants' home whilst removing common issues which can make bathrooms mouldy, damp or cold spaces.

Bathroom Panel Heater

The bathroom panel heater can deliver a significant amount of heating to a bathroom and is perfect for medium to large bathrooms where wall space is available. These units have advanced control with timers enabling programming of the heating requirements alongside the rest of the heating system.

This unit incorporates a towel rail into the heater, with a mirrored version also available for maximum use of space.

Downflow Heaters

Perfect where space is at a premium, downflow heaters deliver a significant amount of heat into a space in a short amount of time. Simple to operate with a runback function for energy saving, these are a popular specification in bathrooms of all sizes.

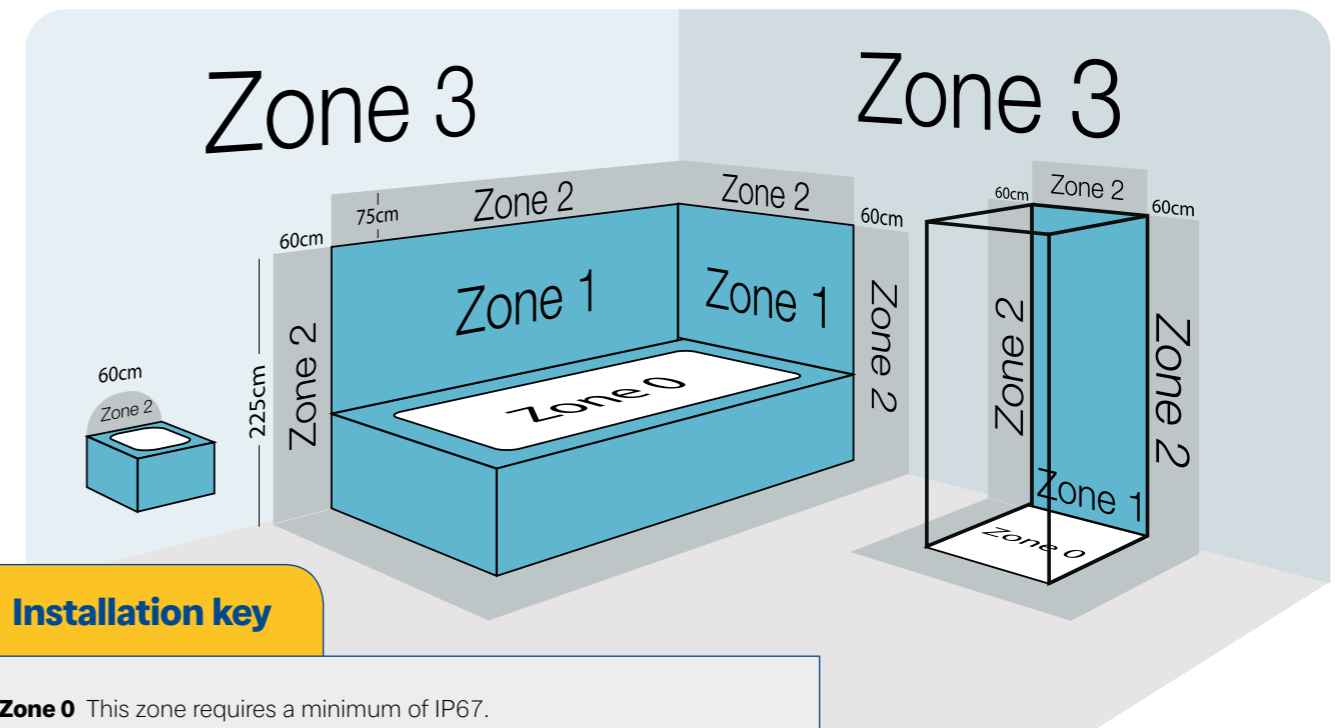
Towel Rails

Providing space to warm and dry towels, and with a vast range of designs and sizes to choose from, towel rails are often paired with a downflow heater in bathrooms where space allows. With a small heat output they can take the chill off a small bathroom, and can be operated with a separate control that provides a runback function to minimise their already low energy use.

Adding a controller to your towel rail will enable much greater benefit to be derived from its electric energy source. Using the rail independently of your main heating system enables cheaper and more accurate operation, all year round.

	Output (W)	Height (mm)	Width (mm)	Depth (mm)	IP Rating	FSC Control
Bathroom Panel Heater	1000	1073 - 1100	418 - 430	265 - 271	IPX5	N
Stepped Towel Rail White/Chrome	120 - 150	800	400	120	IPX5	Y
Towel Rail White	120 - 350	610	453	100	IPX5	Y
Ladder Towel Rail Chrome	150 - 400	665 - 1003	630	155	IPX5	Y
Towel Rail Chrome	120 - 350	610 - 843	453 - 602	115	IPX5	Y
Low Temp Towel Rail	15	555	568	93	IPX4	N
Chrome S-Towel Rail	45	555	568	93	IPX4	N
Downflow Fan Heater	1000 - 2000	242	229	109	IP22	N
Downflow Fan Heater IPX4	1000 - 2000	242	229	109	IPX4	N
CLR Ladder Towel Rail White/Chrome	100 - 250	492 - 1192	500	115	IPX5	N

Bathroom Heating



Installation key

Zone 0 This zone requires a minimum of IP67.

Zone 1 Requires a minimum of IPX4. This is the area directly above a bath or within a shower cubicle.

Zone 2 Same as above, requires a minimum of IPX4. Outside of Zones.

For areas outside of these zones (Zone 3), no IP rating is required.

Consult the latest edition of the Wiring Regulations for information on specifying electrical products into bathrooms and wet areas.



Product shown:
Downflow fan heater

Product shown: Bathroom Panel Heater

Showers

Instant Electric Showers

Instant electric showers are highly efficient, heating water on demand with none of the energy losses associated with storing hot water. They require only a mains cold water connection and an electrical supply, warming water as it flows over the heating element before being dispensed through the shower head.

Thermostatic Instant Electric Showers

Ideal where showering temperature stability is a key safety requirement, these thermostatic instantaneous electric showers constantly monitor and regulate water flow and temperature to ensure that the water temperature is accurately maintained for a safer, controlled showering experience. Thermostatic instantaneous electric showers are ideal for families and vulnerable people, and as a result are a popular solution to safe showering in social housing.

SmartFit Technology

SmartFit showers have been created specifically for easy installation, featuring eight plumbing entry options and twin terminal blocks for left or right side, top, bottom or rear feed cable entry. Their larger footprint also allows for the easy replacement of virtually any electric shower with minimal or no redecoration required. Our SmartFit range encompasses the following models: Bright, Glow and Glow Thermostatic.



Product shown: Glow Thermostatic

SMART FIT

Benefits & Features



Bright - Electric showering with SmartFit™ technology for easy installation.

Key Features

- Three mode shower head with rub clean nozzles



Glow - Stylish showering with SmartFit technology for easy installation and phased shutdown.

Key Features

- Large digital LED backlit temperature display
- Five mode shower head with rub clean nozzles



Glow Thermostatic - Digital push button shower with highly accurate temperature control and phased shutdown safety protection.

Key Features

- Accurate temperature control to within $\pm 1.5^\circ$ for a comfortable, safe showering experience
- Temperature limiter lock option, set at installation
- Five mode shower head with rub clean nozzles

Care Showers

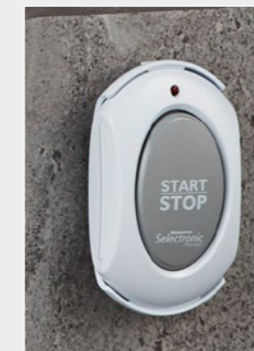
Where social landlords have a duty of care to their more vulnerable tenants, specifying a care shower gives complete peace of mind that showering is safe, and is a good way to reduce risk of burning and scalding in the home.

Being the first care shower to attain full RNIB and BEAB Care accreditations, Selectronic is a high performance thermostatic electric shower with accurate control technology and advanced control features. Selectronic Premier Plus models are supplied with enhanced shower accessories to assist seated showering users and both models come with a five year guarantee. If you are interested in a Service Level Agreement (SLA), please contact your Regional Specification Manager for more detail.



Benefits & Features

- Accurate thermostatic technology maintains safe water temperatures within $\pm 0.5^\circ\text{C}$
- Maximum temperature lock setting can be set at installation
- One button commissioning for simple and speedy installation
- One touch start/stop and temperature control buttons, plus large LED display and audio feedback
- Eco Power function (when set at installation) which automatically adjusts flow rates
- Smart data logging technology records usage data
- Long 1m riser rail and 2m hose (Plus and Remote models)
- Remote control option allows shower to be operated by carers from outside the enclosure or screen (Remote models only)
- Easy clean showerhead with five spray modes
- IPX5 Rated



Product shown: Selectronic

Ventilation

Many of the health and comfort issues which arise in buildings can be addressed with the correct ventilation specification.

Social landlords can tackle mouldy, damp, noisy and stale rooms by using modern technology to bring the correct amount of fresh air into a space.



Ventilation



Product shown:
Natural Air

Mechanical Ventilation and Heat Recovery (MVHR) is a solution that creates air flow within buildings, where natural ventilation is limited.

Not only do these systems improve indoor air quality, but the addition of heat recovery can add to the building's efficiency rating.

		Depth (mm)	Width (mm)	Height (mm)	Vent Diameter (mm)	Specific Fan Power (W/L/s)
Kitchen & Bathroom	Contour C4	131	180	180	98	0.42 / 0.33
	Contour CV4	131	180 / 200	180 / 200	98	0.32 / 0.24 / 0.16
	Contour LVCV4	131	180 / 200	180 / 200	98	0.4 / 0.29 / 0.21
Shower Fans	Complete	122.2	178.1	178.1	98	0.37
	Illumi Complete	122.2/131	178.1 / 200	178.1 / 200	98	0.37
150mm Simply Silent	DX150	130	229	229	148	0.25 / 0.34
	GX150	140	229	229	150	0.35 / 0.43
	Contour C6	143	228 / 245	228 / 245	148	0.28 / 0.36
	G6	210	228	228	150	0.34 / 0.42
	DX200	158	222	252	100	0.96 / 0.82
Premier Fan Range	DX200T / CF20 / CF20T	158	222	252	100	1.1/0.82/0.79/0.96
	LVDX200T	144	222	252	100	1.13 / 0.85
	LVCF20 / LVCF20T	158	222	252	100	1 / 1.13 / 1.05 / 1.08
	LVCF20T DC2 / CF20T DC3	158	222	252	100	0.27 / 0.26 / 0.33

Continuous Mechanical Extract Ventilation	Depth (mm)	Width (mm)	Height (mm)	Extract (FID m³/h)	Specific Fan Power (W/L/s)
Xplus 2 AC	480	510	190	155 / 237 / 329 / 471	0.31 / 0.36 / 0.38 / 0.44
Xplus 2 EC	480	510	190	550 fully adjustable	0.52

Continuous Mechanical Supply Extract with heat Recovery	Depth (mm)	Width (mm)	Height (mm)	Extract (FID m³/h)	Efficiency (%)	Specific Fan Power (W/L/s)
Xcell 300QVI	455	750	660	340	91	0.6
Xcell 400QVI	455	510	660	445	90	0.66
Xcell Stratum S120Q	826	510	240	185	90	0.69
Xcell Stratum S155QVI	826	510	240	155	80	0.66
Xcell Stratum S275QVI	826	510	305	275	90	0.71
Natural Air 180	285	552	609	277	86	0.66

Our Customers



"I think the Dimplex Quantum is marvellous. You can alter them really easily.

When I need heat in the evening it's there. You just press a button and the job is done. Very simple to use"

- Amicus Horizon Resident, Kent



"A lot of research went into finding an electrical heating system that offered our customers something extra.

The positive feedback we have since received from Bismillah Building confirms we made the right choice in choosing this particular system"

- Midland Hart, Housing, Care and Support Association



"The Edel hot water heat pump proved to be an exceptionally efficient, easy to install and cost-effective renewable water heating system for a refurbishment project on the island of Jersey"

- Jersey Electrical Building Services (JEBS)



Our Customers

At the centre of all your decisions is your tenants. We understand this priority, and use it to drive product development in a number of ways.

Minimising running cost is about using the most energy efficient materials and technologies to reduce the amount of energy required, whether you are delivering heating, hot water or fresh air to a home.

Closely linked with reducing running costs is providing **easy to use, accurate controls**, which allow tenants to maintain comfort with the minimum amount of wasted energy.

Safety is built into our products at every level. From overheating cut out functions to child lock controls, our products always meet and often exceed the standards required.

In instances where more advanced care is needed, we offer an array of solutions for your more vulnerable tenants. For example, installation of low surface temperature heating or thermostatically controlled showers to avoid exposure to potential sources of burning or scalding.

Reducing the impact of **fuel poverty**, which affects millions of families in the UK, is high on GDHV's agenda, with all products following the highest standard of energy efficiency and cost effectiveness. We will continue to work with energy companies, tenants and social landlords to reduce the amount of household income needed to keep warm.



The Future of Refurbishment Social Housing

Social housing is entering into an exciting time, with many different factors playing a part in revolutionising the way that landlords and tenants work together to create and nurture communities in the UK. Many of these factors have a direct or indirect impact on the heating, hot water and ventilation specification decisions that you are making for now and the future. If you'd like to discuss any of these in more detail, our expert team are on hand to help.

Hackitt Review & Product Safety

The Hackitt Review - an independent review of Building Regulations and fire safety - was submitted for government's consideration back in May 2018. Its effects are starting to become visible, and whilst it was always likely that the recommendations it made would create change in our future policymaking, the application of its findings would appear to be even broader than first anticipated.

The review makes a number of key recommendations, central of which is the concept of considering a building as a system, rather than siloed components and functions. This would make the safety of the building as a whole a priority over the achievement of the requirements of each individual product and function.

Having introduced this concept of a single system regulatory approach, a supporting theme of the review is the concept of a 'Golden Thread' of information, through which risk assessment and accountability can be traced to individual points of responsibility for design, manufacture, installation and maintenance. Responsibility for the design of a building is relatively well established, however through the process of specification, substitution, delivery, installation and ongoing assessment of the components within the building, this information often becomes less regulated and harder to find.

We as a manufacturer have always prioritised the safety of our products throughout their lifecycle. This has led us, where standards and providers are available, to the adoption of approved third-party testing across our ranges. This ensures that the products are safe, and also offers confidence in their suitability to everyone involved in the chain of their delivery. Given the substantial changes called for in the Hackitt Review, we believe that this type of product safety regulation could eventually become mandatory.

Whilst it will take some time to integrate this into the many processes that require linking together transparently, it is clear that steps can be taken now to ensure best-practice is applied. Everybody has their part to play, whether specification is taking place for a new building or refurbishment work. Knowing what is installed where, and the level to which it has been compliance tested, will give social landlords the ability to prove best-practice and provide evidence of a responsible approach to system specification.

In any instances where the products and systems that we manufacture are involved, we at GDHV are here to support the move towards a safer future for buildings, and are eager to work with those who see the value in operating in this way today.



The Future of New Build Social Housing

Committee on Climate Change report, and the push towards Net Zero by 2050

In 2008 the UK, with an ambition to become world leaders in the reduction of carbon emissions, became the first country to set legally binding targets to reduce greenhouse gas emissions, through the introduction of the Climate Change Act. This introduced five legally-binding Carbon Budgets, which currently run until 2032.

They were created to reduce emissions by at least 80% of 1990 levels by 2050 in a bid to limit global temperature increases to as little as possible above 2°C. This is considered the tipping point for potentially irreversible climate change.

In 2018, the Committee on Climate Change (CCC) reported on the progress the UK is making towards this goal, following the completion of the CB2 timeframe.

Their research found that the UK is not going far enough to meet the legally-binding targets, stating:

“To meet future carbon budgets and the 80% target for 2050, the UK will need to reduce emissions by at least 3% a year, from now on. This will require the government to apply more challenging measures.”

The CCC findings show that greenhouse gas emissions will need to be nearly completely eliminated from UK buildings, and the report calls for the existing housing stock and all new build developments to use low carbon heating solutions, supported by ultra-high levels of energy efficiency and appropriate ventilation.

Their more recent reports build on this point, analysing whether UK homes and government targets are fit for the future challenges of climate change. One report recommended that the 2050 target should be changed from an 80% to a 100% reduction in greenhouse gas emissions compared to 1990 levels. Theresa May then made the announcement of net-zero by 2050 into UK law, meaning CB6 and beyond will be working to a much tighter target than the current budgets, which we are already not on track to meet.

Another CCC recommendation made in these reports was to ban gas heating in new buildings from 2025. The Chancellor recognised this recommendation, and during the 2019 Spring Statement, announced the Future Homes Standard which would enforce low carbon heating systems for all new homes from 2025, such as heat pumps and low temperature heat networks.

Carbon Budget timeframes and reduction percentage against 1990 greenhouse gas levels:

- CB1: 2008-2012 – 25%
- CB2: 2013-2017 – 31%
- CB3: 2018-2022 – 37% by 2020
- CB4: 2023-2027 – 51% by 2025
- CB5: 2028-2032 – 57% by 2030

The Future of New Build Social Housing

The pathway to achieving net zero carbon by 2050 requires immediate action, and one of the most critical areas to address is the energy used in our existing housing stock. With social landlords being the easier part of the domestic market to regulate, it is likely that the adoption of these new, low carbon specifications will begin with you.

The question is, what replaces the traditional systems installed in your housing stock when they can no longer be used or are no longer compliant, and how can these be future-proofed to ensure they do not need to be fully replaced again?

How do we move away from fossil fuel systems such as oil, LPG and gas towards cleaner alternatives, and how can this be practically approached for the millions of homes out there that will require some level of refurbishment?

There are a number of solutions currently available which meet these future requirements, many of which are being successfully applied today and are covered in this brochure.

As regulatory and compliance systems are adjusted to recognise heating, hot water and ventilation fuels and technologies that will help to reach the net-zero 2050 goal, you will need a partner who can help you apply these as cost effectively and efficiently as possible. This is why our team is here to help you understand these changes in more detail; not only for the impact of the 2050 target, but also how the 2030 Building Missions are likely to heavily influence heating, hot water and ventilation specification over the coming years, in both new developments and existing housing stock.

New Buildings

As we transition to a low carbon, low energy future, we will see a change in the strategies used for providing heating, hot water and ventilation services to new developments. Many social landlords are starting to take control of their own housing requirements, adding a social focus to a building's design which is creating better spaces for people to live.

If you are involved in the specification and development of new buildings, be it for your tenants or private sale, we have a range of options which can help you to gain compliance and deliver comfortable, affordable and low carbon buildings in line with the ambitious, but necessary, targets that our government has placed before us.

We are able to provide you with the information you need to know to keep up to date with changes in regulations and compliance, combining this understanding with practical and viable solutions that put the end user at the heart of specification. Contact your **Regional Specification Manager**, or call us on **0344 879 3588**.



Product Overview



Heating

Find more information about our heating solutions on pages 9, 10 & 11, 14 & 15.

- Products:**
- High heat retention storage heating
 - Medium heat retention storage heating
 - Electric panel heaters
 - Fan-assisted hydronic radiators
 - Electric flow boilers
 - Bathroom heaters and towel rails
 - Gas and electric fires

Ventilation

Find more information about our ventilation solutions on pages 18 & 19.

- Products:**
- Centralised mechanical ventilation with heat recovery
 - Continuous mechanical extract ventilation
 - Intermittent extract fans
 - Kitchen & bathroom fans

Hot Water

Find more information about our hot water solutions on pages 12 & 13, 16 & 17.

- Products:**
- Hot water heat pumps
 - Indirect water cylinders
 - Direct water cylinders
 - Electric showers
 - Thermostatic showers
 - Instantaneous water heating

Business card position guide



Glen Dimplex Heating & Ventilation

Millbrook House,
Grange Drive,
Hedge End,
Southampton
SO30 2DF

0344 879 3588

gdhv.co.uk

Business card position guide

Bringing comfort to everyone