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# Ambion Low Carbon Heat Panels

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## User Guide

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ambion

A large, abstract graphic element in the bottom right corner, consisting of two overlapping, rounded, green shapes that transition from a darker green on the left to a lighter green on the right.

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## Guide to using your low carbon heating system.

**Ambion** low carbon heat panels are a modern, energy-saving heating system which helps create a warm and comfortable home.

### How it works

Traditional heating systems heat the air in a room, which can then escape from doors and windows. Ambion low carbon heat panels use infrared technology and heat the walls of a property, as well as objects in a room (things like furniture). This means that the walls and objects gradually and steadily release heat into a room over a longer time, keeping your home warmer for longer.

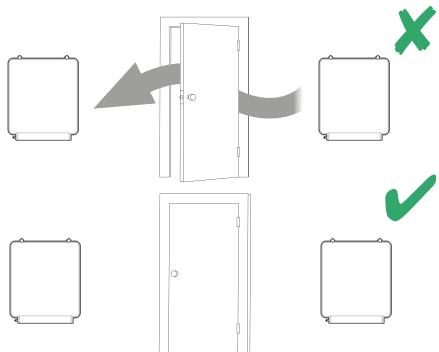
Infrared is a type of energy that's invisible to the human eye but that we can feel as heat. It's a bit like sunlight, but without the ultraviolet rays you get from the sun.



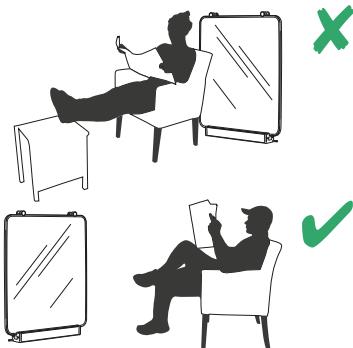
## Tips to get the best out of your new heating system:

You have complete control over the whole system by using the central control panel. There is no need to change anything on the heat panels themselves.

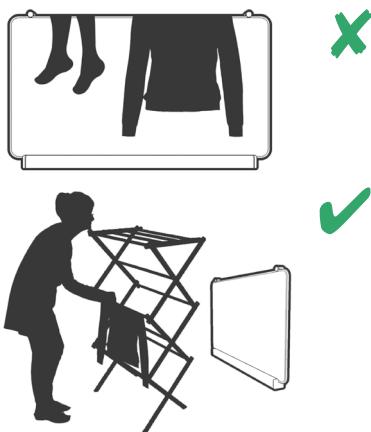
- Once the target temperature has been set, there is no need to turn the temperature up or down, as the system is designed to maintain a steady temperature **24 hours** a day, **365 days** a year.
- To make sure the system works as efficiently as possible, try to set the temperature of your heat panels to roughly the same temperature in each room and keep doors shut.



- Avoid placing furniture directly in front of the heat panels as this will reduce the performance of the system.



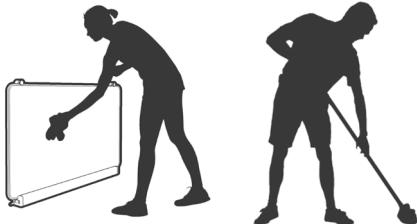
- Do not hang items directly on a heat panel, instead use a clothes horse placed at least 30cm away from the surface of the heat panel and then activate 'Clothes Dryer' mode which can be selected from the main menu on the control panel.



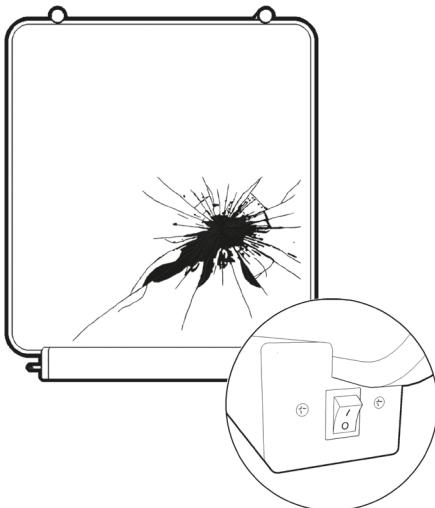
- The maximum surface temperature for the heat panels is **60°C**, but if required surface temperature can be adjusted using the control panel.



- To clean your heat panels, turn the temperature down at the control panel and allow the heat panels to completely cool down first before wiping with a damp microfiber cloth. Do not spray chemicals or cleaning products directly onto the glass.



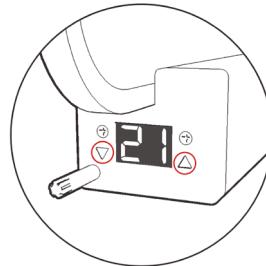
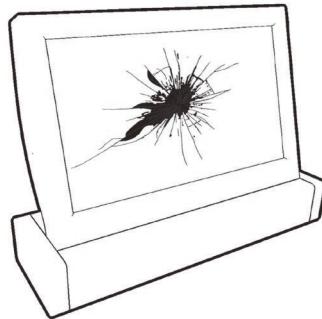
- Ambion low carbon heat panels are made from toughened safety glass but if the surface gets damaged, immediately turn off the power to the damaged panel using the switch on the wall connected to it, and contact Ambion Heating on **0333 188 0633** or email [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com)



- If the control panel becomes damaged or is no longer working, please contact Ambion Heating for a replacement.

Your heat panels will continue to work for 11 days without a working control panel and can be controlled manually using the buttons found on the bottom left of each heat panel.

Please note that '**Manual Control**' only functions in the absence of a working control panel.

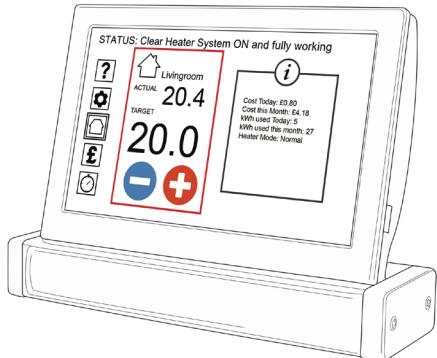


## Control Panel

The control panel home screen provides an overview of the system, including status, running costs and individual heat panel settings.

The control panel is pre-set, but you can change the settings at any time.

The target temperature for a room or zone can be adjusted by simply pressing  to increase and  to decrease.



-  Tap to display the help message associated with each section of the menu or to request a call-back from the Ambion technical support team.
-  Tap to access the main menu where you can adjust tariff settings, select screen options, adjust surface temperatures and load original settings.
-  Tap to return to home screen.
-  Tap to set budget and energy targets.
-  Tap to create multiple schedules which can be applied individually to any heat panel, room or zone.



## How to Change Target Temperature

To change the set temperature, press the cog  on the control panel home page and press **Option 3** which will bring up the heat panel menu.

**Option 1** – Complete system, this allows you to change the target temperature of the whole system.

**Option 2** – Adjust the temperature of zones for example upstairs or downstairs.

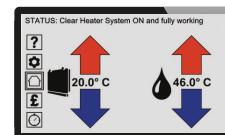
**Option 3** – Adjust the temperature of an individual heat panel.

**Option 4** – Allows you to change the target temperature of heat panels in a link (a link refers to heat panels within a room, for example the Living Room).

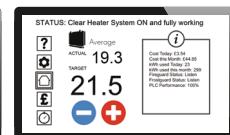
How to change the target temperature of the whole system will depend on which home screen is activated.

If your home screen looks like either of the images below, you simply need to press the red button to increase the target temperature or the blue button to decrease the target temperature.

### Simple Screen



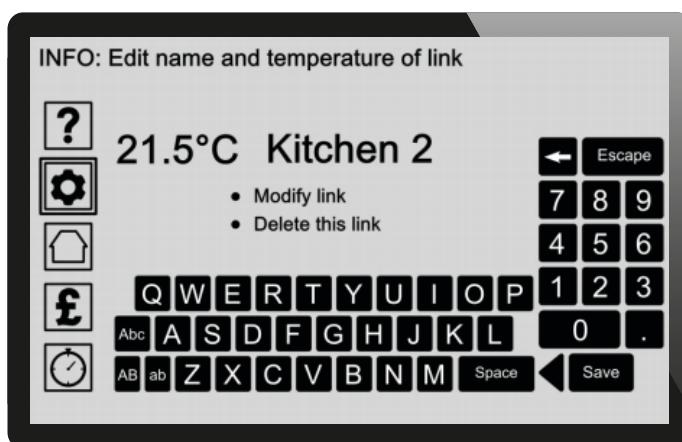
### General Screen



## Follow the same steps for links and zones

To change the target temperature of a specific heat panel, select the heat panel you want to change and press on the temperature. Then type in your preferred target temperature.

To change the name of the link (room), zone or heat panel you can do this by pressing where the existing name is and then typing the new desired name.



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## FREQUENTLY ASKED QUESTIONS

### If the panels are on all the time at a set temperature, won't they be really expensive to run?

No, the system's been designed to maintain a steady temperature 24 hours a day, 365 days a year. Once your system's reached its target temperature it takes very little energy to maintain it, so it's very efficient to run.

### Is there a timer function? How do I use it?

Yes, there is. The extended user manual contains instructions and can be found on the Ambion website [www.ambionheating.com](http://www.ambionheating.com). Please note that under certain circumstances setting timers may result in more energy being used, as any energy saved by letting the building cool down is then used to heat the building back up.

### Can I manually switch some of the heat panels off to save energy?

Your system's been designed and installed to make it as efficient as possible and switching off one or more of the heat panels will mean it won't work as well as it should. Instead of switching heat panels off, try using the control panel to turn down the temperature by a few degrees in rooms that you're not using and keep the doors shut.

### How do I activate the 'Clothes Drying Mode'?

Tap the  symbol, followed by '4-Clothes Dryer'.

Select '1-Heat Panels' and for how long '2-Adjust Drying Time' and then press 'Start Drying'. Press '3-Stop Drying' to end.



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## My system is on but one or more of my heat panels are cold to touch. Why is this?

Each heat panel has its own individual thermostat and will only heat up when it senses that the room is cooler than its target temperature.

## My target temperatures are changing or reducing themselves. Why is this?

The Ambion heat panels have a built-in function called '**Energy Control**' which detects sustained drops in temperature, which can be caused by things like a window being left open. This reduces target temperatures automatically to help protect your heat panels and your finances.

## The LED display on one or more of my heat panels is flashing, is this normal?

A flashing light indicates that the heat panel is experiencing a temporary loss in communication with the control panel, which is normal.

Some PCs, printers, phone chargers or extension leads which have in-built surge protection can interfere with communications, so try unplugging any devices when not in use.

Heat panels will continue to work normally while your control panel automatically tries to re-establish communication, but if the problem persists then please contact Ambion Heating.

## What should I do if a heat panel gets damaged?

The heat panels are made from toughened safety glass but if the surface gets damaged, immediately turn off the power to the damaged panel using the switch on the wall connected to it, and contact Ambion Heating on **0333 188 0633** or email [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com)

## How safe are the heat panels? Could I get burnt?

The heat panels are totally safe when used normally. They have a maximum surface temperature of 60°C, which is similar to a radiator that's supplied by a gas boiler. The surface temperature can be controlled by using the control panel.



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## I've lost the user guide, what should I do?

Visit [www.ambionheating.com](http://www.ambionheating.com) or email [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com) or call the Ambion Technical Support Helpline **0333 188 0633**.

Alternatively, press the help icon  on your control panel to receive helpful tips at any time.

## My Control Panel screen is blank, is this normal?

Yes. The Ambion control panel is programmed to go into '**sleep mode**' after a set amount of time. The screen should light up again with the touch of a finger, if it doesn't it may be faulty or damaged, and you should contact Ambion Heating **T: 0333 188 0633** or by sending an email to [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com)

## I've changed my settings and don't know how to fix it. What can I do?

Don't worry, a back-up is saved during the initial set-up of the system and can be restored by tapping  then option '**2-Load original settings**' then tap the most recent restore point and confirm.

## I've had an electrical power outage; will my system need to be re-programmed?

No. The control panel will remember all your settings.

## The blue LED display lights on the Control Panel are too bright, Can I turn them off or down?

Yes, you can turn the display lights down or off by tapping  the symbol then '**1-Main settings**' followed by '**5-Screen options**' and finally '**2-Brightness settings**'. You can now adjust the '**LED's brightness**' from **10 (brightest)** to **0 (off)**.





**For further assistance please contact:**

E: [techsupport@ambionheating.com](mailto:techsupport@ambionheating.com)

T: 0333 188 0633

[www.ambionheating.com](http://www.ambionheating.com)

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