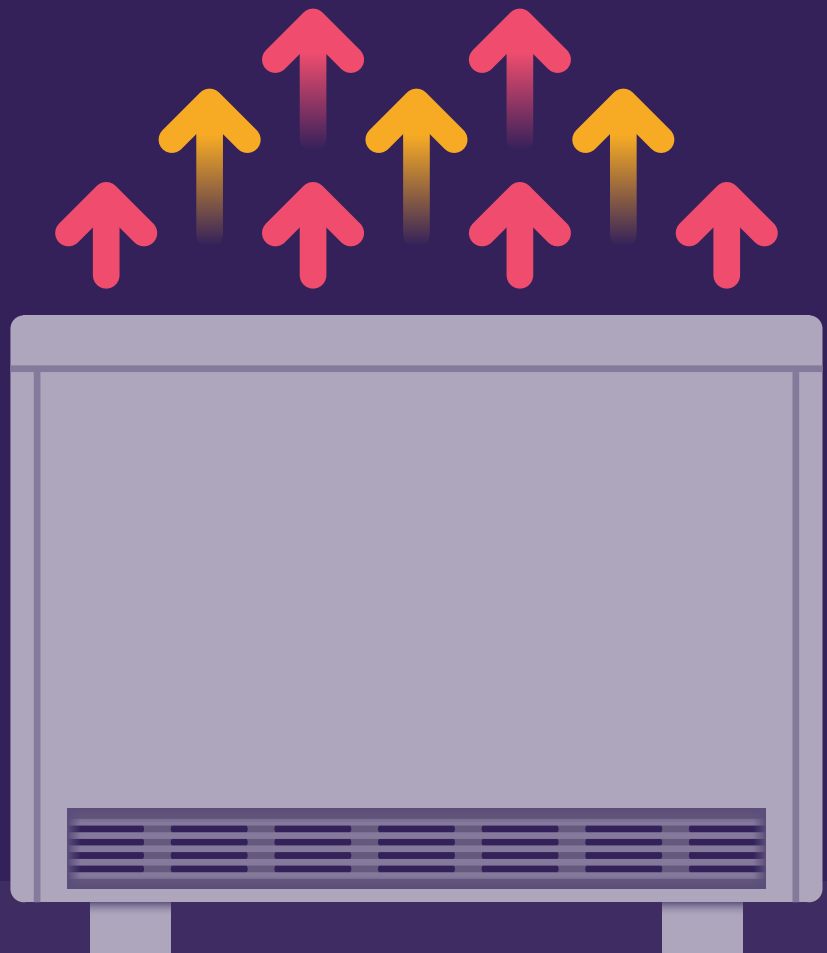




**Yorkshire
Housing**

Elnur HHR storage heater user guide



About your heater

Your Elnur heater is a **High Heat Retention** (HHR) storage heater.

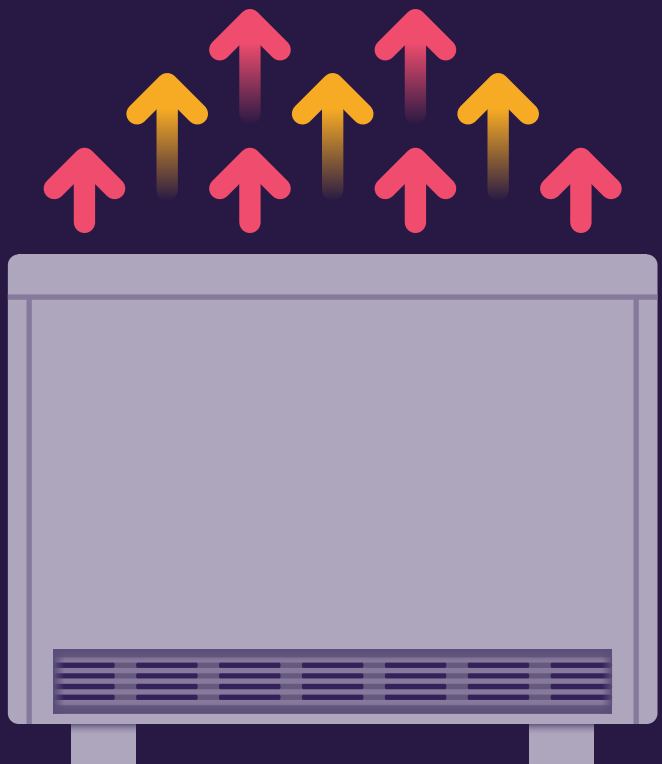
High Heat Retention storage heaters are required to store 45% of unused heat over 24 hours. The Elnur heaters over achieve this by storing 51%, meaning it's one of the most effective heaters on the market. With the benefit of being able to store unused heat, the Elnur heater can quickly heat any room and provides incredible cost efficiency.

If you're a bit stuck, we're here to help!

If it's not working the way you want it to, then please read the user guide below or call our customer experience centre on **0345 366 4404** for help.

You can also click these links below to find more helpful information and support online:

- [Elnur user operating instructions](#)
- [Elnur how to use videos](#)



Quick fix guide

Sometimes, things don't always work as expected. Below are a **few quick fixes** to try if your heater is not working.

1. Check the power

Is the screen on? If it's blank, it could be a power supply issue. Check your heater is switched on at the wall. If it is switched on and still isn't working, have a look at your fuse board to see if anything has tripped.

2. Try a reset

- Turn the heater off using the switch on the right-hand side
- Press and hold both clock buttons on the front panel
- While holding the buttons, turn the heater back on using the side switch
- Keep holding until you see four flashing lines on the screen
- Let go of the buttons and the heater is now reset.

3. Check the settings

Make sure the time and heating schedule are set correctly. If the settings are off, the heater might not come on as expected.

4. Still no heat?

Please don't open the heater, as it isn't safe to do so. Give us a call on **0345 366 4404** and we'll help you sort it. It's useful if you can tell us:

- The model name
- Any error codes
- When it last worked.

Safety first

Keep the area around the heater clear. If you notice any burning smells or smoke, switch it off and call us straight away on **0345 366 4404**.

Elnur user guide

Over the next few pages we've added useful sections of the Elnur user operating instructions, but you can view the full guide [here](#).

Setting the Date/Time

The ECOHHR storage heater has been preset with the Date and Time so you do not have to adjust summer and winter times (when the clocks go forward and back).

To check the Date and Time on your ECOHHR storage heater follow these steps.

 and  Press and Release the sun  button and the minus  button together and the display will first show the Year, Date in DD.MM format and then the current Time.

If the Year, Date or Time are incorrect and you want to change then follow these steps.

 and  Press and Hold the sun  button and the minus  button together until the **Year** is displayed and starts to flash. Use the plus  or minus  buttons to adjust to the current Year.

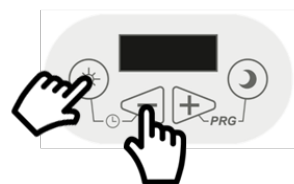
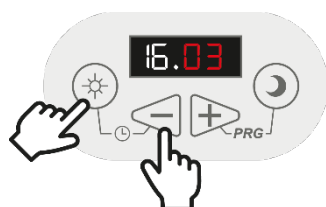
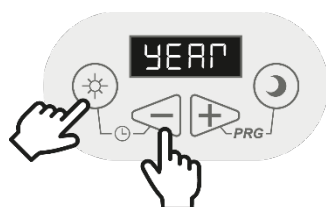
 and  Press and Release the sun  button and the minus  button together to set the **Year** and move onto the **Date**. The **Month** will now start to flash. Use the plus  or minus  buttons to adjust to the current Month.

 and  Press and Release the sun  button and the minus  button together to set the **Month** and move onto the **Day**. The **Day** will now start to flash. Use the plus  or minus  button to adjust to the current Day of the month.

 and  Press and Release the sun  button and the minus  button together to set the **Day** and move onto the **Hour**. The **Hour** will now start to flash. Use the plus  or minus  button to adjust to the current hour.

 and  Press and Release the sun  button and the minus  button together to set the **Hour** and move onto the **Minutes**. The **Minutes** will now start to flash. Use the plus  or minus  button to adjust to the current minutes.

 and  Press and Release the sun  button and the minus  button together to set the Minutes and to finish.



Setting the Weekly Program

If you wish to change the basic weekly program then follow the next steps. Please note by changing the economy times you may increase the running costs and reduce the efficiency of the heater.

We suggest that you first make a note of the times when you want the heater to be at the Comfort and Economy temperatures.

Press and Release the moon (economy) ☾ button and the plus ➤ button at the same time. The word **ProG** will display for a short time and then **dAY1 (Mondays)** will flash.

Use the ➤ or ➡ button to select the day you wish to change the programming for. Then Press and Release the moon (economy) ☾ button and the plus ➤ button at the same time to select and enter the program for that day.

The display will now flash between the time intervals 00:00 and the set temperature level **Noon** (Economy setting)

If you wish to change the temperature level from **Noon** (Economy) to **Sun**(Comfort) for this 30 minute segment 00:00 to 00:30 then Press the sun (comfort) ☀ button. The display will now flash between the time interval 00:00 and **Sun**(Comfort).

Now Press the Plus ➤ button to move to the next 30 minute segment. The display will now flash between the time interval 00:30 and this temperature level

*(If you want to keep the current setting of **Noon** (economy) or **Sun**(Comfort) then just Press the plus ➤ button to move to the next 30 minute segment.)*



Continued on page 7.

Setting the Weekly Program - continued

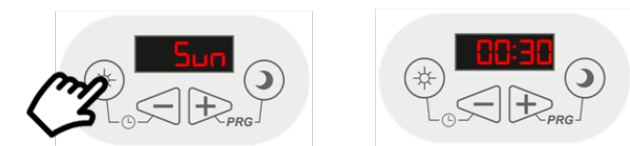
If you wish to change the temperature level from **Noon** (Economy) to **Sun**(Comfort) for this 30 minute segment 00:30 to 01:00 then Press the sun (comfort) ☀ button. The display will now flash between the time interval 00:30 and **Sun**(Comfort).

Now Press the Plus ➡ button to move to the next 30 minute segment. The display will now flash between the time interval 00:30 and this temperature level

Repeat the above steps, selecting either the **Sun**(Comfort) temperature or **Noon**(Economy) temperature and pressing the Plus button to move to the next 30 minute segment.

You repeat this until you go through all the 30 minute segments and the display shows **dAY1** again.

At this point you can either Press the Plus button and repeat the above for day 2 and the other days or copy day1 to day2, day2 to day3, day3 to day4, and so on.



Repeat above steps and go through all 24 hours until **dAY1** (or programmed day) is displayed again.



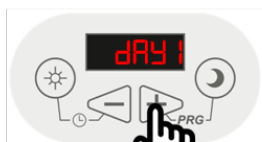
Setting the Weekly Program - Copying Days

To copy **dAY1** to **dAY2**. (while on the day you want to copy) Press and Hold the Plus ➡ button until **CP12**(copy day 1 to day 2) is displayed and then release. After a short time the display will show **dAY1** again.

Press and Release the ➡ button to move to day 2, **dAY2** is now displayed.

To copy **dAY2** to **dAY3**. Press and Hold the Plus ➡ button until **CP23**(copy day 2 to day 3) is displayed and then release. After a short time the display will show **dAY2** again.

Press and Release the ➡ button to move to day 3, **dAY3** is now displayed.



Repeat as above and go through copying each day. Once you have gone through all the days the display will show the set temperature as you have programmed.

ECOHR Current Status Function

The ECOHR has a function that allows you check the current status of the heater. This function allows you to see what temperature the heater is currently measuring the room to be, the current core temperature, the air temperature at the grille, the percentage of charge the heater tried to take last period and how long the balancing element has been used for during the last on peak time.

To check the current Status :

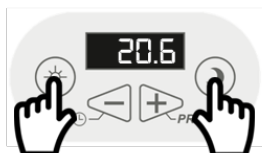
Press and Release the sun ☀ and the moon 🌙 buttons together. The display will now show the current room temperature that the sensor is measuring.

Now Press and Release the plus ➡ button to see the current Core temperature.

Now Press and Release the plus ➡ button to see the current Air temperature at the grille.

Now Press and Release the plus ➡ button to see the amount of the last charge percentage the heater did.

Now Press and Release the plus ➡ button to see how long the balancing element had been on during the last 24hrs.



Cleaning your ECOHR

Before cleaning, make sure the power has been turned off and the heater is cold to touch.

Occasionally, clean dust with a dry, soft cloth. Do NOT use any solvent or abrasive products for cleaning.



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