



**Yorkshire
Housing**

Heat panels

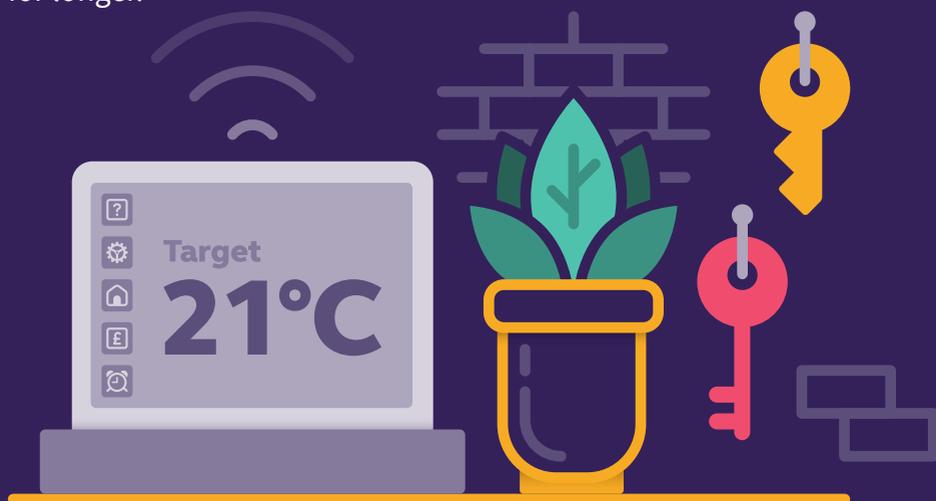
A guide to using your low
carbon heat panels...



Low carbon heat panels are an efficient, energy-saving heating system that use infrared technology.

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

Traditional heating systems heat the air in a room, which can then escape from doors and windows. 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.



Low carbon heat panel tips

Follow these top tips to get the best out of your new heating system and reduce running costs.

- Once your target temperature's been set there's no need to turn the temperature up or down. The system's been designed to maintain a steady temperature 24 hours a day, 365 days a year. Each panel has its own individual thermostat and will only heat up when it senses that the room is cooler than its target temperature.
- To make sure the system works as efficiently as possible, try to set the temperature of your panels at roughly the same in each room and keep doors closed.
- Don't put furniture directly in front of a heat panel as this will stop it from working as efficiently as it can.
- Don't hang clothes on a heat panel to dry them. It's better to use a clothes horse and place it at least 30cm away from the surface of the panel and activate the "Clothes Drying" mode which can be chosen from the main menu on the control panel.
- To clean your heat panels, turn the temperature down and allow them to cool down first before wiping them with a damp microfibre cloth. The panels are made from toughened glass and you shouldn't spray chemicals or cleaning products directly onto the glass.

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.

Can I manually switch some of the 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 panels will mean it won't work as well as it should. Instead of switching panels off, try turning down the temperature in rooms that you're not using and keep the doors shut.

What if my heat panel gets damaged?

The panels are made from toughened safety glass but if the surface gets damaged turn the power off immediately and give us a call on 0345 366 4404 to let us know.

How safe are the heat panels?

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 heated by a gas boiler. The surface temperature of the heat panels can be adjusted by using the control panel.

If there's a problem with your heat panels or there's anything you're concerned about, get in touch with our customer service team by giving us a call on:

0345 366 4404





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