

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, see instructions.
- Make sure the required Timer Mode is selected and there are Comfort period times set,
- Increase the SSHE heater temperature Set Point by 1°C for the next couple of days. If that does not work, increase by another 1°C.

### How can I best use my Timer Mode?

Your SSHE heater has a pre-set Timer Mode, that 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:**

Use 'User Timer' mode.

**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**

### Why does the fan not operate continually when the display shows Comfort On?

Once the room has reached the temperature shown on the display, the Fan will only operate to maintain this temperature and will cycle On and Off.

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

Select '**Advance**' by pressing the 'Advance' button (this will switch on the Fan until the next programmed period).

### My room temperature is not high enough in the evening.

**Increase the Set point.** Set the room temperature set point to match your comfort levels. If that does not work, increase the Room Set point temperature.

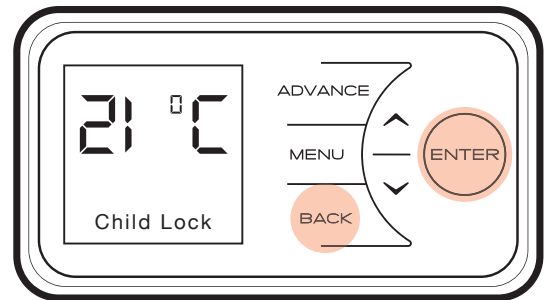
### How can I lower my bills?

Reduce the Room Set point temperature by 1°C.

### 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.

Press and hold the **Back** button and the **Enter** simultaneously for three seconds, '**Child Lock**' will appear on the screen, repeat to reverse.



### 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.

Sunhouse

Customer Helpline: 0344 879 3588

[aftersales@dimplex.co.uk](mailto:aftersales@dimplex.co.uk)

[www.dimplex.co.uk](http://www.dimplex.co.uk)

Glen Dimplex Heating and Ventilation  
Millbrook House, Grange Drive, Hedge End, Southampton, SO30 2DF