



Introducing smarter heating





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Electric heating just got a whole lot smarter

“Work smarter, not harder” is good advice in many areas of life.

Dimplex have now applied this philosophy to their revolutionary new DuoHeat radiator.

DuoHeat represents a major leap forward for electric heating – it provides a totally flexible approach to individual room or whole house heating, in a way that’s both innovative and stylish.

A heating system has one purpose – to make us comfortable. Many heating systems work hard to deliver heat, but they don’t always deliver the right amount to the right place, at the right time. In other words, sometimes heating is just not very comfortable.

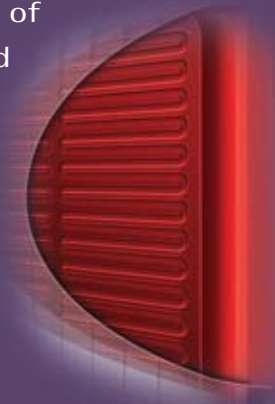
A smarter system will deliver just enough warmth when and where it is needed, quickly, effectively and efficiently.

Which is exactly what DuoHeat does.

Working in harmony with the structure of a building, DuoHeat optimises the use of energy to provide the perfect balance of comfort, with economy and control. And at any time of the day or night.

It’s an altogether smarter approach to heating.

It’s also unique.





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Achieving comfort

The purpose of heating is simple – to keep us comfortable. But to do this, it needs to provide the right level of warmth, quickly and efficiently, when and where we need it.

Achieving comfort is about balance; a balance between the heating system and the ability of a building to retain heat.

A room needs a combination of warm air and radiant warmth from the building shell – the walls, floor and ceiling in order for us to feel 'just right'. Getting this balance right is important, but it can often be a subtle process...

Heating systems in many homes often feel slow to respond to our need for warmth because, even in modern, well insulated buildings, when the heating system is turned off, the building



When heating goes off,
building shell cools....



building shell has to be
warmed again before room
feels comfortable....



takes time and energy
– slow response....

the smarter way

shell cools so the floor, walls and ceiling give us that chilly feeling. When the room is occupied again, the temperature of the building shell then has to be raised to overcome this chilling effect. This can take time and it's why many heating systems feel sluggish and unresponsive.

A smarter way to ensure a fast response to our need for a comfortable environment is to manage the room temperature level by keeping a base level of warmth in the building shell.

Preventing the room temperature from dropping too low means that the right level of comfort can be reached quickly - just as soon as we need it.

At Dimplex, we call this smarter heating.



smarter to maintain low level background heat....



room temperature can be raised quickly and efficiently when needed....



Responsive. Effective. Smarter!



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Introducing the **DUOHEAT** Radiator...





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...the smarter way to heat your home





A smarter radiator

The revolutionary DuoHeat radiator redefines the way we think about electric heating.

Designed to provide warmth throughout the day whenever and wherever it is needed, DuoHeat is a totally flexible solution to individual room or whole house heating.

But what makes the DuoHeat radiator unique is the way it provides a perfect blend of comfort, controllability and economy by cleverly optimising the use of energy available at different times of day.

Using the smarter heating principle, DuoHeat always provides a low level of background warmth, preventing the building shell from chilling off. When more heat is needed, the DuoHeat radiator quickly and efficiently raises the

temperature of the room to the desired level, giving the user total control over when and where heat is delivered while ensuring that plenty of heat is available whenever it is needed – day or night.

But the benefits don't stop there. Attractive, modern styling means the DuoHeat radiator will fit in perfectly in any home, and its slim-line design means that it's no deeper than a typical "wet" radiator.

As if that's not enough, the DuoHeat radiator boasts another unique feature in its simple one-touch electronic control, allowing the user to adjust the comfort level in each room at the touch of a button. Nothing could be simpler or smarter!

And of course, because it's electric, you still have all the benefits of low installation cost, safety, reliability, flexibility and low maintenance.



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Smarter features

Highly accurate electronic temperature control

Simple to operate

Sleek and slim line - only 130mm wide

Child proof controls

Soft curved styling

Smart optimisation of energy for maximum comfort and economy

Fully automatic heat management

Unique thin-film radiant element

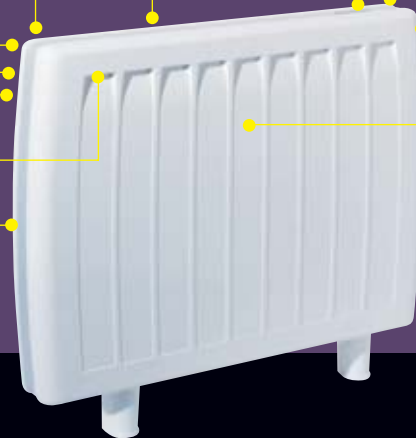
Easy and quick to install

Quick response, on-demand heating to suit any lifestyle

Discreet heat outlet grilles

Range of 3 models

Secure wall fixings - for safety



Simple finger tip and childproof control



Smooth rounded lines



Discreet heat outlet grille

Smarter in action

The secret of the DuoHeat radiator is its intelligent use of energy, ensuring plenty of heat is available right through the day, while keeping running costs low.

Uniquely, DuoHeat achieves this by providing heat from two separate but complementary sources, which work together to deliver responsive, controllable, economical heating.

Instant warmth is provided by a low wattage radiant panel incorporated into the front of the radiator, and controlled by a highly accurate electronic thermostat. This uses the latest in thin film element technology, and is able to quickly raise room temperature to the user's desired level of comfort whenever needed.

Importantly, this controllable radiant heat is used to maximum effect as a supplement

to background warmth provided by low cost energy retained within the heart of the heater and released throughout the day.

But the key to maximum performance and economy is in the fully automatic control over the output from the twin heat sources.

Each radiator continually monitors the temperature of the room, and intelligently adjusts the balance of heat output between background and instant radiant heat. This maintains the temperature the user has selected using the heater's digital one-touch control.

In the early part of the day, the majority of the heat demand will be met by low cost energy. Later in the day, the radiant panel operates automatically as needed to maintain the user's set comfort level.



Unique twin heat sources for smart optimisation of energy....



constant background heating from low cost energy....



supplemented by unique thin film elements whenever more heat is needed.



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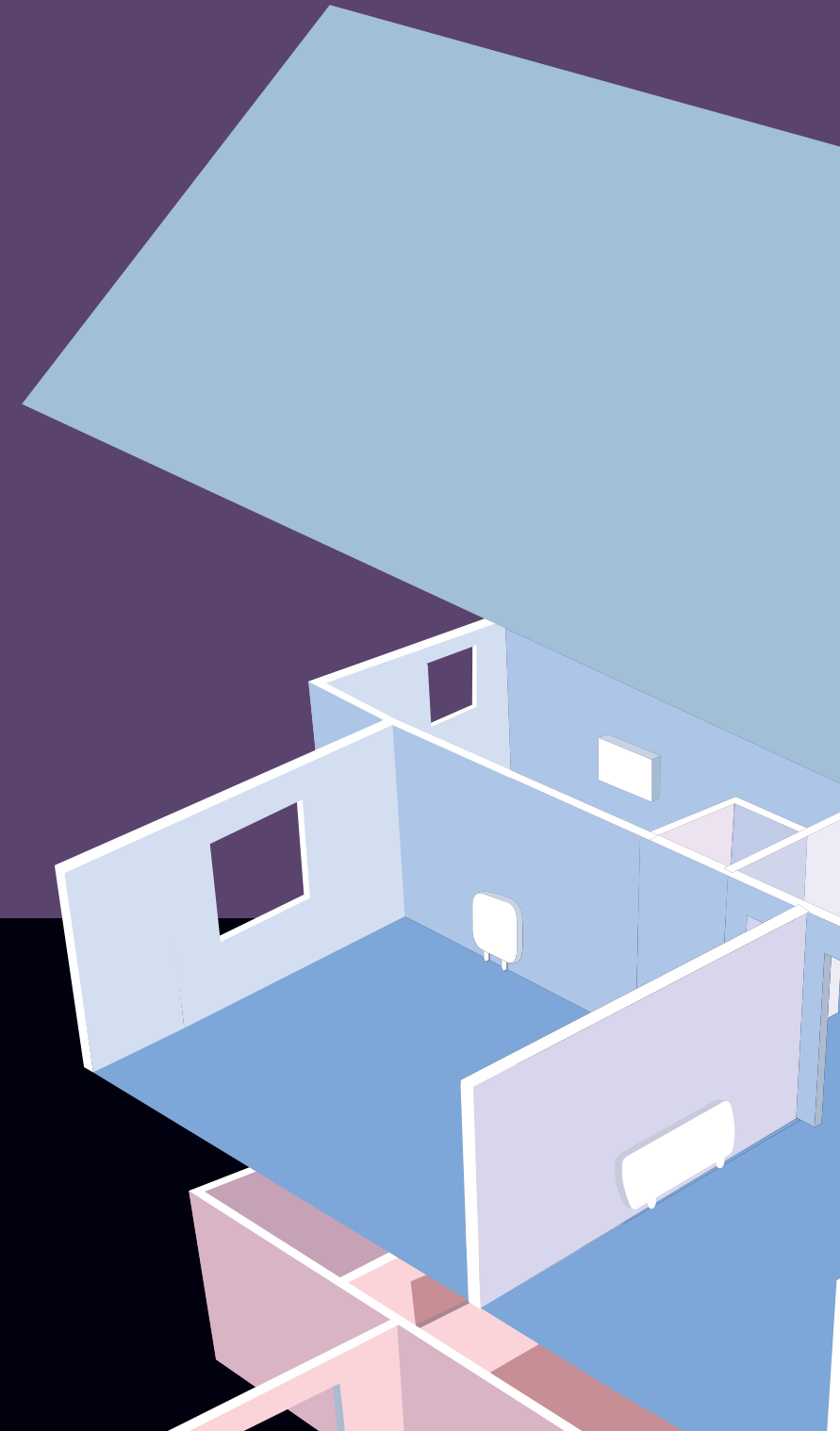
Electric heating is smarter everywhere

Whether it's new build, a refurbishment project or replacement for an existing heating system, the benefits of the DuoHeat radiator make it the ideal choice for heating an individual room or an entire home.

Heating throughout the home is simple with DuoHeat and is where the flexibility of electric heating really comes into its own, with DuoHeat radiators heating the main living areas - living room, dining room, kitchen/diner and hallways/ landings.

For rooms requiring only occasional heating, such as bedrooms and bathrooms, Dimplex slim-line electronic panel heaters are the perfect complement. These provide rapid, totally silent heating and have sensitive electronic controls to maintain the levels of comfort and economy demanded by modern users.

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Smarter control

With DuoHeat, it's not only the radiator that's smart – controlling a whole house system just got smarter too!

For ultimate whole house control, multiple DuoHeat radiators and panel heaters can be controlled from an optional Dimplex wall mounted central control unit, providing fully programmable, energy saving control across 2 separate heating zones.

Each zone can be programmed with a customised heating programme for each day of the week, meaning the entire system can be set to suit the needs of virtually any lifestyle – for perfect comfort conditions – around the clock.



Smarter performance and economy

Working smarter allows the DuoHeat radiator to deliver impressive results when it comes to performance, efficiency and comfort.

By combining the use of background and top up heat from two complementary sources, the DuoHeat radiator is able to make optimum use of energy available at different times of day, allowing the minimum amount of energy to be used to maximum effect.

The result...

- An even temperature profile throughout the day
- Controllability to meet the needs of virtually any lifestyle
- Heat available whenever it's needed, at any time of day or night
- Competitive running costs

Smarter energy use

Typically, 75-80% of the total heating demand will be met by low cost energy. However, because the DuoHeat radiator doesn't rely solely on this, it can be used in a more effective way. Cost savings made from optimising the amount of energy retained in

the heater are used to offset the relatively small amount of energy used by the radiant panel later in the day, resulting in running costs and energy efficiency levels that compare favourably with other types of heating system.

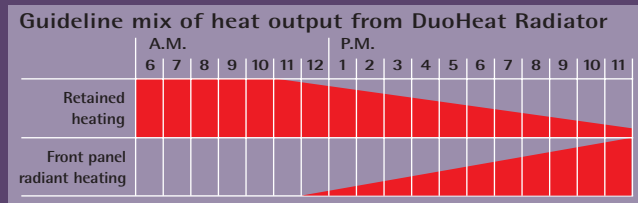
Low cost energy retained in the DuoHeat radiator is released during the day, meeting the majority of the heating demand in the morning, and provides background warmth to maintain the temperature of the building shell later in the day.

When needed, the radiant panel cycles to supplement the background heat and raise

and maintain the room temperature at the required level.

A smarter choice all round

Electric heating has frequently been the smart choice for many reasons. It offers low installation costs, low maintenance, is 100% efficient at the point of use and it's easy to install. Electric heating is clean, safe and reliable too, meaning no annual services are required, and because there's no flue, it allows greater flexibility in the design and layout of the buildings .



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morning afternoon evening

DuoHeat radiators maintain a base level of temperature in the building shell, allowing a more consistent temperature profile which is quick to respond when more heat is needed.

Controllability of heat output means the DuoHeat radiator suits the needs of any lifestyle with plenty of warmth available at any time of day, while maintaining economical running costs.



morning afternoon evening

What smarter heating means for you

If you are involved in the specification or installation of a heating system there will be issues that affect your particular profession. How can DuoHeat work smarter for you?

Contractors/Installers

- Quick and easy to install to save you time.
- Easy to use controls to avoid any misunderstanding on how the product works.
- Virtually maintenance free for minimal call backs.
- The ideal replacement when current electric heating products or systems need updating.

RSLs

- Easy to use controls so there is less tenant confusion.
- Heat is available at any time of day to suit all tenant's lifestyles.
- Running costs are economical and compare favourably with other types of heating system.
- Virtually maintenance free to keep your lifetime costs down.
- Requires no annual service or safety checks.
- Ideal for both refurbishment and new build properties.

Architects/Designers

- Gives you the confidence to specify a product that is able to provide heat as and when required.
- Stylish design blends with the décor of most properties.
- Low capital cost and easy installation make it ideal for new and refurbishment work.
- Strong appeal in smaller commercial developments like shops and offices.

Developers/Builders

- Can be fitted on completion for added security and improved cash flow.
- Particularly suited to flats, starter homes and retirement developments.
- Heat is available to match your purchaser's lifestyle.
- Easy to use controls.
- Virtually maintenance free for minimal call back.
- Research has shown high end-user appeal both for its design and function.



Contractors/installers



Registered social landlords



Architects/designers



Housing developers

Questions and answers

Q Q1. How is a DuoHeat radiator different to a storage heater?

A. DuoHeat is a very different type of heater, its clever design means that it provides heat from a carefully controlled combination of two separate heat sources, to give balanced, controllable heating. To keep running costs down, the DuoHeat radiator takes advantage of low cost electricity, normally available at night, but cleverly supplements this during the day with controllable radiant heat from the front panel. This means that the low cost electricity doesn't have to meet the total heat requirement, so the DuoHeat radiator is more controllable, the temperature profile is more even and plenty of heat is available whenever it's needed.

Q Q2. So is DuoHeat like a Combi then?

A. A combination storage heater can provide room heating either from the stored energy or the convector, and only occasionally uses both together. The DuoHeat radiator needs both heat sources to work together at all times to maintain background heat which can be topped up by the radiant panel on demand. Also, a combi heater has separate controls for the storage and convector, while in contrast the DuoHeat radiator automatically manages the output from the twin heat sources to maximum effect to meet the users required comfort level.

Q Q3. So if it uses day time energy, is it expensive to run?

A. No, running costs for a DuoHeat radiator will be very similar to a conventional off peak electric heating system, but with significant improvements in comfort and control. Depending on the way it is used, between 70% and 80% of the heat still comes from low cost energy, but the key to the DuoHeat radiator's effectiveness is the way it balances energy use between the two sources, so the minimum is used to maximum effect, making it efficient and cost effective to run.

Q Q4. Can the radiant panel be used on its own?

A. Yes - DuoHeat is designed to be flexible, so on a cool spring or summer evening the radiant panel can be used to take the chill off a room, simply by switching off the off-peak supply.

Q Q5. Can a DuoHeat radiator be used to replace an existing storage heater?

A. Yes - DuoHeat is designed to heat a single room or be used as part of a whole house system, so replacing one or more storage heaters is no problem. Remember though that the DuoHeat radiator needs to be connected to two supplies - in order for the radiant panel to operate it will need to be connected to the standard electricity supply.

Q Q6. Is the DuoHeat radiator compatible with all electricity tariffs?

A. Yes - the DuoHeat radiator has been developed to work with all electricity tariffs. Normally Economy 7 is used, but look out for tariffs that give a boost of low cost energy in the afternoon or evening as these will improve the economy and performance of DuoHeat even further.

Q Q7. Do I have to use DuoHeat as a system, or can radiators be used standalone?

A. The beauty of DuoHeat is that it can operate as a single heater - just set to the comfort levels and leave it to work. Alternatively it can operate as part of a whole house system, working in harmony with other heating types if desired. It can be connected to the optional Dimplex central control timer which can be set to provide different temperature settings in different rooms, individually for each day of the week and across multiple zones. For example in a family home, heaters in the living areas can be programmed to operate at full comfort temperatures during the late afternoon and evening, with heaters in childrens rooms coming on at 7pm and say 10pm in the master bedrooms.

Specifications

Dimplex policy is one of continuous improvement; the Company therefore reserves the right to alter specifications without notice. Although every care has been taken in the reproduction of product finishes in this brochure, the colour photographs should be taken only as a guide. The information contained in this brochure is correct at the time of printing. You are advised to consult your Dealer before purchasing.

Installation Guidance

This brochure is designed to assist you with your choice of Dimplex products. For safety, products should only be installed by a competent person, in accordance with current regulations and the manufacturers instructions. For further information please contact us.

Bathrooms

Any electrical appliances installed in a bathroom should be fitted by a competent electrician in accordance with the current I.E.E. Regulations.

Safety

Dimplex products are designed to comply with EN60335 the British Standard covering the safety requirements of electric heating appliances, and momentary contact with any part of the heater should not cause injury. However, in order to be effective, heaters or towel rails of any type do get hot especially (if applicable) around the air outlet grille. Therefore if aged or infirm persons, or

young children, are likely to be left unsupervised in the vicinity of a heater we advise that precautions should be taken. We recommend that a guard is fitted around the heater, as is normal with many types of heating appliance in similar circumstances, to ensure contact with the heater is avoided and objects cannot be inserted into the product.

(Please refer to our main heating book for details of accessory guards.) Heating appliances should never be covered or positioned where objects may fall onto them.

British Electrotechnical Approvals Board BEAB Approved



The mark of the British Electrotechnical Approvals Board signifies that the appliance bearing it has been produced to the stringent safety requirements for domestic electrical appliances as laid down in EN60335.

CE Mark



Products carrying the CE mark comply with European safety standards and the European Standard for electro-magnetic compatibility.

After Sales Service

After sales service if required is absolutely no problem with Dimplex – we have a network of appointed Service Agents spread throughout the Country who are qualified and trained to repair or service any of our appliances. A list of Service Agents is available on request.

Useful numbers

Telephone

Customer Services: 0870 727 0101
Brochureline: 0870 727 0115

Email

customer.services@glendimplex.com

Facsimile

Customer Services: 0870 727 0102
Brochureline: 0870 727 0123

Website

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