

DUCASA

Ducasa heaters often replace old storage heaters. They are wired into the house electrics. They are filled with fluid which is heated to warm your home. Unlike storage heaters they don't store heat overnight, but create heat as you need it.

What electricity tariffs can I use?

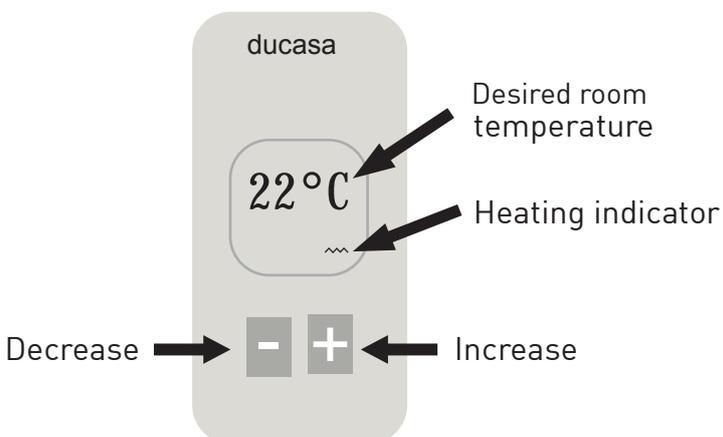
If you had storage heaters running on Economy 7 before, you will need to change your tariff and possibly your electric meter. Ducasa heating works with Economy 10 or standard, single rate electricity tariffs.

Economy 10 gives ten hours of cheaper electricity to your heating and hot water system. This is normally from midnight-5am, 1pm-4pm and 8pm-10pm (but can change between areas and energy suppliers). If Economy 10 or a single rate electricity tariff is best for you, will depend on what times you use your heating and hot water system.

For more information about Economy 10 please read the Economy 10 guide.

How can I control my heating?

You can control the room temperature by raising or lowering the temperature shown on the heater. Raising the temperature on the heaters won't make them hotter to touch, but they will stay on until the room has reached your chosen temperature.

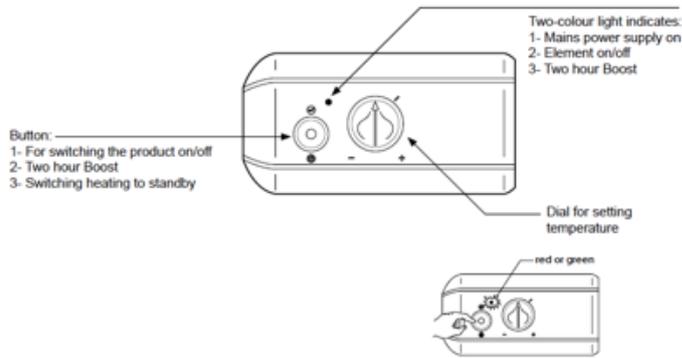


Temperature controls on the Ducasa radiators.



There are two ways of controlling when the heaters turn on or off:

1. Use the automatic settings on the programmer. The programmer (normally in the hallway) controls heating in the bedrooms (zone 1) and the lounge, kitchen and hallway (zone 2). You can heat each zone at different times. For example, putting the bedroom heaters on, half an hour before going to bed.
2. Use the continuous setting on the programmer and turn each heater on and off by hand.



Controls on the Ducasa towel rail.

How do I heat the bathroom?

In the bathroom you will have a heated towel rail. You can control this by:

1. Setting the timer switch so that the towel rail turns on and off automatically at your chosen times.
2. Setting the timer switch to continuous and using the controls on the towel rail itself. To switch the towel rail on press the on/off switch briefly.

How do I heat my hot water?

Your hot water cylinder will have a timer switch. This controls when and how long you heat your hot water. It is more energy efficient to heat the hot water for one longer burst rather than shorter bursts.

If you need user guides for your programmer, timer switches or towel rail please contact Freebridge.



TOP TIPS FOR LOWER ENERGY BILLS

- Close your curtains at sun down to keep the heat in
- Check your hot water cylinder thermostat is set no higher than 60°C.
- Turn appliances off rather than leaving them on standby and only charge mobile phones when needed.
- Dry clothes outside – tumble dryers use a lot of energy.
- Using the oven? Try to keep it shut as much as possible – it loses 25% of heat every time you open it.
- Turn your heating down by 1°C and save around £75 a year.

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The main telephone number (03332 404 444) will divert to our 24 hour emergency service.