
Contact Details

Please note that some of the contact details on this PDF document may not be current.

Please use the following details if you need to contact us:

Telephone: 0844 879 3588

Email: customer.services@gdcgroup.co.uk

The Help Centre section of this website also features a wide range of information which may be of use to you and is available 24 hours a day. It includes:

- Operating and installation instructions downloads
- Request a repair
- Where to buy our products
- Literature downloads
- Heating requirement calculator

www.credaheating.co.uk/help-centre



Eco - Response

Storage Radiant Heaters

Operating Instructions

ER300	75773301	1.3kW / 0.38kW 9.1kWh
ER400	75773302	1.95kW / 0.47kW 13.65kWh
ER500	75773303	2.6kW / 0.54kW 18.2kWh



Operating Instructions

IMPORTANT SAFETY INFORMATION

WARNING - THE SURFACE OF THIS RADIATOR CAN BE HOT.

The surface temperatures of this radiator are within the requirements of EN60335 the European Standard covering the safety requirements of electric heating appliances.

If aged or infirm persons, or young children, are likely to be left unsupervised in the vicinity of a radiator precautions should be taken to ensure that prolonged contact with the radiator cannot occur. We recommend that a guard is fitted around the radiator. If you require further information please contact Customer Services on 0845 604 2399.

This appliance is not intended for use by persons (including children, who should be supervised) with reduced physical, sensory or mental capabilities, unless supervision or instruction has been given concerning use of the appliance by a person responsible for their safety.

- **WARNING - IN ORDER TO AVOID OVERHEATING, DO NOT COVER THE SURFACES OF THE RADIATOR AND DO NOT OBSTRUCT AIR OUTLET GRILLES** Surfaces of the radiator should not be covered or obstructed as this can cause excessive temperatures that can be hazardous and may cause safety cut-outs to operate, e.g., do not put clothes, fabrics or any combustible materials on the radiator or allow curtains to come within 75mm (3") of the top and ends of the radiator. Do not allow furniture to be pushed up against the radiator, a **minimum** clearance of 150mm is critical for safety, however to ensure radiator performance is not affected a clearance of 250mm is recommended.
- **DO NOT PLACE OBJECTS IN CONTACT WITH THE RADIATOR**
- **Radiator Positioning** A minimum clearance of 150mm to the front of the radiator is essential for safety, however to enable the radiator to attain its maximum performance ensure that any furniture or other obstruction is not placed closer than 250mm.
- **WARNING** – The radiator must not be located below a socket outlet.
- **PLEASE NOTE: THIS RADIATOR IS HEAVY AND MUST BE SECURELY FIXED TO A SOUND WALL. No attempt should be made to move the radiator without first seeking specialist advice.** UNDER NO CIRCUMSTANCES SHOULD THE RADIATOR BE MOVED OR WALL FIXINGS LOOSENED WITHOUT FIRST REMOVING ALL ENERGY RETENTION CELLS FROM THE RADIATOR.
- **Ensure the radiator is at least 75mm from any end wall or curtain and at least 250mm below any shelf or similar projection**
- **DO NOT SIT OR STAND ON THE RADIATOR.**
- **DO NOT SPILL LIQUIDS ONTO THE APPLIANCE. IF YOU DO, SWITCH THE RADIATOR OFF AND GET A QUALIFIED ELECTRICIAN TO CHECK IT.**
- **DO NOT POKE OBJECTS THROUGH THE GRILLE.**
- **DO NOT PLACE OBJECTS IN THE SPACE BEHIND THE RADIATOR.**
- **DO NOT USE POLISHES ON THE RADIATOR OR ON FURNITURE NEAR TO IT.** The hot interior of the radiator can produce paraffin smells from polish vapours which may last for a number of hours.
- In case of breakdown or other failure, switch off the radiator at both wall switches and contact your supplier or Dimplex Customer Services. Always ensure that the radiator is switched off at the wall and fuse is removed before any repair is carried out.
- **IMPORTANT** - Due to the newness of the materials the radiator will produce a slight smell for the first few days of operation. ROOMS MUST BE WELL VENTILATED AND YOUNG CHILDREN, CAGED BIRDS OR PERSONS WITH RESPIRATORY COMPLAINTS MUST NOT REMAIN IN CLOSE PROXIMITY TO THE RADIATOR DURING THE FIRST 48 HOURS OF THE COMMISSIONING PERIOD. Running the radiator at maximum temperature for the first few days will help to dispel any smells more quickly.

Your Eco Response radiator works by providing continual warmth from a carefully balanced combination of “retained” and “radiant” heating. Some energy is taken in by the radiator when electricity tariffs are low and this is supplemented whenever needed by top up heat from a radiant front panel, to ensure room temperatures remain to your preferred level throughout the day.

In order for the radiator to operate effectively both electricity supplies must be left switched ON at ALL times.

Everyday Operation

Once the Background level has been set to your preferred level (see ‘Controls’ overleaf), this should not require any further adjustment.

Adjust the Comfort setting as required to suit your comfort needs and occupancy pattern. For a short period of non occupancy the comfort control can be lowered slightly (we recommend by no more than 2 bars) to save energy when the room is unoccupied and increased again when more heat is needed.

Non Occupancy (vacant)

For long periods of non occupancy, reduce the **Background** and the **Comfort** to Frost Protection Setting.

It will take 24 hours for room temperature to reach a comfortable level when resetting from Low settings to Normal settings.

Child Lock Operation

To activate the child lock, simultaneously depress the **+** and **-** buttons for a period of 3 seconds. After this the child lock is in operation and the LED display will illuminate for short period, before reverting back to a dimmed setting. The red LED beside the lock symbol will illuminate to indicate that the controls are locked.

Once in the locked setting, pressing the **+** or **-** button will no longer affect your settings. If either of these buttons are depressed, the LED display will resume maximum illumination for a short period before reverting back to a dimmed setting.

To deactivate the child lock, depress the **+** and **-** buttons simultaneously again for 3 seconds. The red LED beside the lock symbol should go out and the buttons will become active.

Safety - Overheat Protection

For your safety, this appliance is fitted with thermal cut-outs. In the event that the product overheats, the cut-outs switch the radiator off automatically. In the event of these safety cut-outs activating please inform the installer or Applied Energy Customer Services for advice in order to reset the cut-outs.

Controls

Eco Response has two output modes **Comfort** (Radiant Heat) and **Background** (Retained Heat). Each needs to be set to the correct level to provide the optimum level of comfort.

For Eco Response to operate correctly, both electricity supplies must be switched on at all times.

Initial Set Up

When the radiator is switched on red lights will illuminate on the temperature control display located on the top right hand side of the radiator. The radiator will automatically be in **Comfort** mode.

Depending on your comfort requirements, there are three recommended settings:-

“**Low**” (e.g. holiday home during period of vacancy)

“**Normal**” (e.g. average use)

“**High**” (e.g. sheltered accommodation)

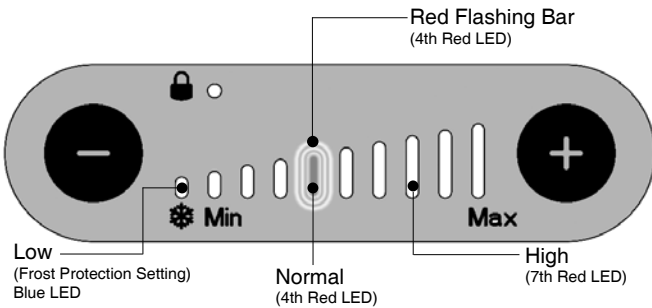
Both the Comfort and Background heat settings need to be set accordingly.

Please note that at high setting the room temperature will be warmer with a corresponding increase in running costs.

“Normal” Setting

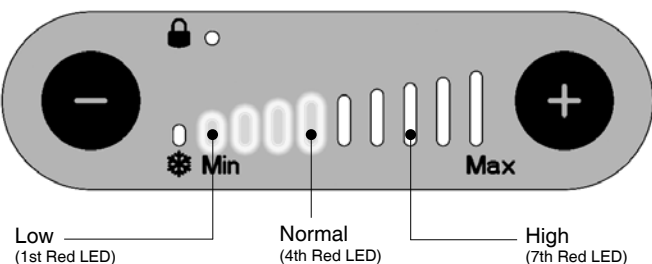
This is the factory default setting, however you should check this has not been altered by the installer.

Set the **Background** setting at the 4th red LED bar. To do this, press the **+** button until all red bars are illuminated, and continue to hold for a further 10 seconds. A single red bar will flash to indicate that you are now viewing the background setting. Adjust this bar by pressing the **+** or **-** buttons.



After 10 seconds, the display will revert to the standard **Comfort** mode.

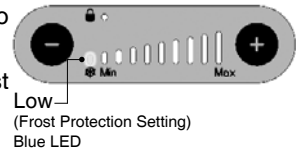
Set the **Comfort** at the 4th red LED bar by pressing the **+** or **-** buttons to change the number of illuminated bars.



“Low” Setting

Reduce the Background setting to Frost Protection Setting (Blue LED).

Reduce the Comfort control to Frost Protection Setting (Blue LED).



“High” Setting

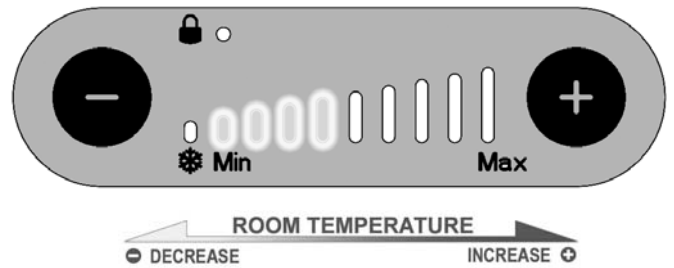
Increase the Background setting to the 7th red LED bar.

Increase the Comfort control to the 7th red LED bar.

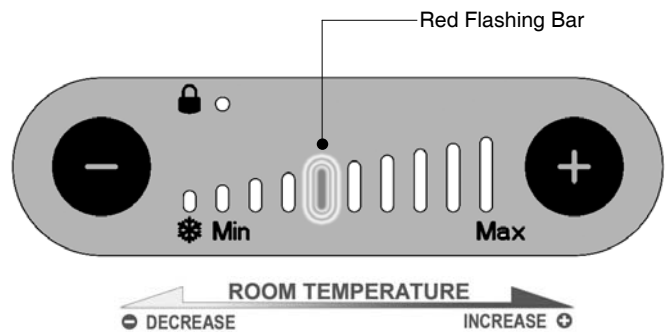
Operate the radiator for 24 hours before making further adjustments to the settings.

Achieving Optimum Comfort Level

If the room is not at the desired temperature in the afternoon / evening, adjust the Comfort Heat simply by pressing the **+** or **-** button to achieve a higher or lower room temperature.



If the morning room temperature is not at the desired level, then adjust the **Background** heat level by pressing and holding down the **+** button on the temperature control display until all red lights are illuminated, continue to hold the **+** button for a further 10 seconds and a single red light will flash. A single red light will flash to indicate that you are now viewing the background setting. Use the **+** button to increase room temperature and the flashing red light will move to the right. Use the **-** button to decrease room temperature and the flashing red light will move to the left.



After 10 seconds the temperature control display will return to the **Comfort Heat** control mode.





It may require a few days fine-tuning to achieve an optimum comfort level. On subsequent days increase or decrease the temperature by one red light until a satisfactory comfort level has been established. Once established the radiator will automatically adjust to suit seasonal changes in temperature. During mild weather background heat may not operate as Comfort Heat will be sufficient.

Wall Mounted Programmers (only applicable if Programmer is fitted to Eco Response installation)

75- 770909 - PW E4ZC Pilot Wire 4 Zone central controller

The programmer has two modes (i) AUTO or (ii) MANUAL

- (i) In "Auto" mode, the radiator will change between Comfort and Setback modes (as shown in the table below) depending on your seven day programme. To change the programme settings or temporarily over ride the programme, see the appropriate programmer instructions.
- (ii) "Manual" mode will override the auto programme setting. There are four "Manual" mode settings shown in the table below.

Programmer Mode	Temperature Setting	Eco Response Radiator – "Temperature control display setting"
Comfort 	Comfort Setting (radiator setting). Each Radiator will operate as set in "controls" section of Operating Instructions.	Display will remain as shown in Operating Instructions
Setback 	Setback will reduce the Comfort setting by 2°C, and will leave the Background unaffected.	Display will show two red bars less.e.g. if "Comfort" displays 5, "Setback" will display 3 red bars/Childlock LED Green
Frost Protect 	Room temperature will be maintained at 14°C with Background operating.	Childlock LED green / Frost protection LED blue.
Off 	This will completely switch off radiators, e.g. during the summer heating may not be required.	Childlock LED Green, all other LED's off.

Note: It will take 24 hours for room temperature to reach a comfortable level when resetting from "Frost Protect" or "Off" to "Comfort".

Cleaning

To maintain the external appearance of the radiator it need only be wiped over occasionally with a dry duster. During the summer months, or at other times when the appliance is not in use and is completely cold, the opportunity should be taken to wipe over with a damp cloth. Do not use abrasive cleaning powders or furniture polish.

After Sales Service

Your product is guaranteed for one year from the date of purchase. Within this period, we undertake to repair or exchange this product free of charge (subject to availability) provided it has been installed and operated in accordance with these instructions.

Your rights under this guarantee are additional to your statutory rights, which in turn are not affected by this guarantee.

Should you require after sales information please go to www.credaheating.co.uk where you will find our self help guide by clicking on 'After Sales' or ring our help desk on 0845 604 2399. Spare parts are also available on the web site www.credaheating.co.uk.

It would assist us if you can quote the model number, series, date of purchase, and nature of the fault at the time of your call. The customer services help desk will also be able to advise you should you need to purchase any spares. Please do not return a faulty product to us in the first instance as this may result in loss or damage and delay in providing you with a satisfactory service.

Please retain your receipt as proof of purchase.

Recycling



For electrical products sold within the European Community.

At the end of the electrical products useful life it should not be disposed of with household waste. Please recycle where facilities exist. Check with your Local Authority or retailer for recycling advice in your country.



This product complies with the European Safety Standards EN60335-2-30 and the European Standard Electromagnetic Compatibility (EMC) EN55014, EN60555-2 and EN60555-3. These cover the essential requirements of EEC Directives 2006/95/EC and 2004/108/EC

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