

## Social Housing



**Dimplex**<sup>®</sup>

Heating for social housing providers.

Your guide to specifying efficient, intelligent heating solutions.

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

# Energy efficient heating solutions – from a name you can trust

We are proud of our long-standing relationship with the social housing sector, and our tradition of developing bespoke heating solutions which provide you and your tenants with great value for money, high SAP scores and impressive reliability. For both new-builds and refurbishment projects we've got a solution to help you maximise your budget and improve your housing stock with a brand that you can trust.

## Our products, your benefits.



### Tried and tested technology.

All Dimplex products are designed to meet the latest international performance and safety standards. They are subjected to rigorous testing and evaluation using state-of-the-art facilities that recreate challenging environments to ensure our products perform – every time.



### Customer service.

When you choose Dimplex, you have the support of our experienced award winning customer service team, as well as backup provided by our national network of specialist service engineers.



### Microgeneration Certification Scheme (MCS) approved.

At Dimplex, we offer a wide range of ground and air source heat pumps that are MCS certified, ensuring eligibility for RHI and their quality and performance.



### Wide distribution network.

Our wide distribution network utilises our national and regional partners to ensure full product availability through national and independent distributors.



### Standard Assessment Procedure (SAP).

Dimplex offers electric heating solutions that can make gaining SAP compliance in multiple dwellings easier than you might think. For example the Dimplex Quantum could improve a properties SAP rating by as much as ten points. [See page 6 for more details.](#) As SAP Appendix Q listed products, our ground and air source heat pumps can help achieve higher SAP ratings within a dwelling by including their measured performance data in SAP calculations, rather than default values for heat pumps.



### Free design service.

Our in-house design team can provide detailed plans for the application of our technologies which are specific to an individual property. These include full heat loss calculations, energy saving estimates, plus a complete product and accessory specification.



### Product warranty\*:

For extra peace of mind, Dimplex offers comprehensive product warranties to ensure continued performance and protection against manufacturing defects. Dimplex Quantum has a 10 year warranty and Dimplex heat pumps have the benefit of a three-year warranty\* with longer warranty options available on some models. All EC-Eau cylinders have a 25-year guarantee for the inner cylinder.

\* When installed by a Dimplex accredited installer. Terms and conditions apply.

# The UK heating market is changing faster than ever before

## Reason 1: Energy costs

The rising cost of energy is forcing homeowners, suppliers and the government to find ways of reducing fuel consumption. 36% of the UK's energy is used to heat the space and hot water in our buildings. So it's no surprise there is a concerted effort to reduce our exposure to volatile price movements.

## Reason 2: Legislation

The UK is committed to reducing its greenhouse gas emissions by at least 80% by 2050, relative to 1990 levels. This means that we need to secure lower carbon energy supplies today. As electricity moves to low carbon sources of generation, and with significant drops in emissions targets expected by 2030, electricity will become a universal and versatile source of low carbon energy.

**“Technologies that use electricity to generate heat are well placed to become major low carbon heating technologies in the coming decades.”**

## DECC – Future of Heating.

## Reason 3: Benefits

Electricity is the obvious choice for our future heating needs due to its many benefits, both at national and local level:

- It can be produced in the UK, allowing continuity of supply at a steady price.
- It is increasingly being produced from renewable sources, neutralising its carbon intensity.

Specifically, electric heating:

- Is 100% efficient at the point of use – every unit of electricity that you pay for becomes heat.
- Can be controlled with a degree of accuracy not achievable with other systems.
- Can be quickly and easily installed with no pipework to consider, making it ideal for both refurbishment and new build.
- Can operate as standalone heating or a complete system, subject to requirement and budget – with the flexibility to add to the system at any time.
- Has a low lifetime cost as it requires very little, if any, maintenance and will last at least 50% longer than a gas system on average. This means access to properties is rarely required.
- Is not limited by planning issues associated with flue requirements in new build.

**The future of domestic space heating is electric. As the world's largest manufacturer of electric heating products, Dimplex has the capabilities and knowledge to remain at the forefront of these developments.**

**The future is electric; we are electric.**

For information on how to improve the electrically heated properties in your portfolio please **contact your specification manager** or email [pre-sales@dimplex.co.uk](mailto:pre-sales@dimplex.co.uk)



# Eco Design: the Energy Related Products Directive

Domestic electric heating is changing, and just like the bulbs and gas boilers in your properties, regulations are about to redefine the technology that can be sold in the UK.

The 2012 Efficiency Directive 2012 aims to establish a common framework and drive the necessary action to help achieve a 20% energy saving target by 2020. It requires participating countries to use energy more efficiently at all stages of the energy chain from production to final consumption. New national metrics have been implemented to ensure major energy savings for consumers and industry alike:

- Energy utilities have to achieve 1.5% energy savings per year through energy efficiency measures.
- Participant countries must achieve the same level of savings by means such as improving the efficiency of heating systems, installation of double glazed windows or insulation.
- Every year the government will carry out energy efficient renovations on at least 3% of the buildings they own and occupy.
- Empower energy consumers to better manage consumption. This includes easy and free access to data on consumption through individual metering.
- More stringent energy efficiency targets for all new buildings.

As part of this legislation, 'Lot 20' requires that the energy consumption and emission for electric space heaters be reduced. There are a series of features that must be incorporated for compliance.

- Electronic room temperature control with seven-day timer.
- Adaptive start control - a function which predicts and initiates the optimal start-up of heating in order to reach the set point temperature at the desired time.
- Distance control - a function that allows remote interaction from outside the building in which the product is installed, e.g. use of an app to delay the heating from coming on when you are home late to save energy.

**All regulated products are required to comply by the 1st January 2018, meaning:**

- A considerable investment on behalf of manufacturers to ensure their products are compliant within the time frame.
- Social Housing providers, specifiers and energy assessors need to be aware of Lot 20 requirements now to ensure specifications used on future developments are compliant.

Please speak to your [specification manager](#) or email [pre-sales@dimplex.co.uk](mailto:pre-sales@dimplex.co.uk) for more information.



# Improving your SAP scores

One of the most important factors when looking to upgrade your housing stock is the effect that they will have within the Standard Assessment Procedure (SAP). Adopted by the government as the UK methodology for calculating the energy performance of dwellings, SAP is a consistent way of assessing the impact of a change, and how comfortable and cost-effective a property will be for its tenants.

SAP affects us at Dimplex as it is the method used to determine if a building will comply with the current Building Regulations.

**The good news is that SAP now recognises the benefits of our new Quantum electric heater or as it is known within SAP “High Heat Retention Storage Heating”.**

A “High Heat Retention Storage Heater” (HHRSH) is one with heat retention less than 45% measured according to BS EN 60531. It incorporates a timer and electronic room thermostat to control the heat output that are user adjustable. It is also able to estimate the next day’s heating demand based on external temperature, room temperature settings and heat demand periods.

**Quantum is currently the only product in the HHRSH category, offering a 5 to 10 point SAP improvement over traditional storage, a figure that no other electric heater in the market can claim to achieve.**

## Scottish Regulations

Energy Efficiency in Scottish Social Housing (EESH) requires that a minimum energy efficiency level be met in all properties by 2020. The Energy Efficiency (EE) rating differs for properties being assessed using SAP2009 or SAP2012 software.

Dwelling Type	EE Rating (SAP 2009)		EE Rating (SAP 2012)	
	Gas	Electric	Gas	Electric
Flats	69	65	69	63
Four-in-a-block	65	65	65	62
Houses (other than detached)	69	65	69	62
Detached	60	60	60	57

(Source: BRE Client Report - Impact of SAP Rating on EESH Reporting)

This is where products like Quantum can really deliver benefits for your housing stock, as replacing traditional storage heaters with Quantum will add up to 6pts to the EE rating of a property. This is a significant jump that can often provide compliance all on its own.

Quantum also has a long lifespan, meaning that the benefits offered last much longer than many other improvement measures. This means that the lifetime costing and payback is stronger. It also avoids the situation where low efficiency products are installed that will cause poor EE ratings, necessitating the future replacement of these products before their useable product lifespan has been reached. Quantum is the only High Heat Retention Storage Heater available on the market, and so the only product capable of offering this level of improvement.

We also have a number of other solutions that can support refurbishment projects where properties need to be brought up to meet this standard. These include social landlord funding options for our ground-source and air-source heat pump solutions, so now you can meet EESH and give your tenants the best possible heating systems, whatever your budget.

# Quantum off-peak heating

The Quantum heating system provides low-cost, low-carbon electric heating. The system offers unrivalled running costs and is the cheapest way to heat a room electrically - a fact recognised in SAP - where it is the only product that gains a higher responsiveness rating of 0.8 as a 'High Heat Retention Storage Heater'. This has made it the go-to product for social housing providers looking to improve their electrically heated housing stock.

- Uses low-cost, low-carbon, future-proofed technology.
- Available in a range of heater sizes, enabling greater flexibility in project specification.
- Maintenance free.
- Covers previous 'fixing and feet marks' of most comparably sized traditional storage heaters.
- Recognised within SAP.
- Easy to use controls to reduce user confusion.
- BEAB approved, the highest safety standard in the UK.
- Low torque rotary control designed for arthritic users and the visually impaired.
- Designed to operate on any off-peak tariff.
- Fan-assisted output for extremely rapid heat-up time.
- Soft-start, ultra quiet fan for minimum intrusion.
- Boost element ensures heat is always available even with unexpected demand.
- Attractive, state-of-the-art design.
- Protected by numerous international patents.

## Claim your **FREE** Quantum trial install

Local authorities and PRPs nationwide are replacing their outdated storage heating systems with Quantum. Why? Because it gives residents what they want: heat on demand, total control and potentially lower heating bills. Plus, it's easy to use, maintenance free and simple to install.

Contact your [specification manager](#) or email [pre-sales@dimplex.co.uk](mailto:pre-sales@dimplex.co.uk) for more information.



	Outputs		Dimensions (mm)	
	(W)	(H)	(W)	(D)
Quantum	500-1500	730	580-1069	185



For more information visit [www.dimplex.co.uk/quantum](http://www.dimplex.co.uk/quantum)



\*Terms and conditions apply.

# Quantum systems in action

As a social housing provider it's critical that you spend your budget wisely, choosing only proven systems that deliver on the promises they make. The market is full of claims, but our systems go one step further and offer free trials, meaning you can be completely confident in the system that you finally specify. Join the growing list of social housing providers, and their tenants, who have benefited from using Quantum on their projects.



## Something extra.

“ A lot of research went into finding an electrical heating system that offered our customers something extra. The positive feedback we have since received from Bismillah Building confirms we made the right choice in choosing this particular system. ”

Midland Hart – Housing, Care and Support Association



## We love it

“ We love it! The old fire was too hot and we couldn't regulate the temperature. The Quantum heaters are more economical and we can set them to come on when we need them. ”

- Yorkshire Housing Tenants



## Marvellous

“ I think the Dimplex Quantum is marvellous. You can alter them really easily. When I need heat in the evening it's there. You just press a button and the job is done. Very simple to use. ”

Amicus Horizon Resident - Kent



## Quick and easy

“ We were impressed with how quick and easy the Quantum heaters were to install, and have found the controls really simple to set and explain to residents. ”

Energy Manager, Aster Energy - Somerset

# Electric panel heating

It is common to specify direct-acting heaters into areas of a property that are infrequently occupied. Often in support of an off-peak heating system, panel heaters and electric radiators come in a huge range of designs and specifications, with styling and controls to match their off-peak heating counterparts.

For very well insulated properties, these heaters offer an attractive and effective primary form of heating. This is a very popular solution in new build flats and properties where heat-losses are likely to be very low.

We also offer restricted controls for communal areas, and low-surface temperature products for environments where vulnerable members of the community may come into contact with the heaters. These meet the NHS guidelines for safe surface temperatures, where no exposed part of the heater exceeds 43°C at any point during operation.

Electric heating also has a number of benefits as it:

- Is 100% efficient at the point of use – every unit that you pay for becomes heat.
- Can be controlled with a degree of accuracy not achievable with other systems.
- Is quick and easy to install as there is no pipework to consider.
- Can operate as independent heaters or as a complete system subject to requirement and budget.
- Has low lifetime costs as it requires no maintenance and on average an electric heating system will last 50% longer than a gas system.
- Is not limited by planning issues associated with flue requirements in new build.

		Outputs		Dimensions (mm)		
		(W)	(H)	(W)	(D)	
Q-Rad		500-2000	546	513-918	105	
Monterey		500-2000	536	503-911	105	
Girona		500-2000	565	530-940	107	
EPX		500-2000	430	450-860	108	
Low Surface Temperature		500-1500	430	688-860	108	
PLX		500-3000	430	450-860	108-143	



# Water cylinders

## Quantum Water Cylinder c

The Quantum cylinder is a class-leading and intuitive, smart energy storage water vessel. Offering reliable hot water and low running costs, the Quantum range is available in a choice of five capacities, from 125 litres to 300 litres - all unvented.



### What makes Quantum different?

- 100% recycled, hard wearing, damage resistant HIPS/ABS outer cladding.
- The Quantum cylinder has been designed to give unrivalled heat retention.
- Key to this is 60mm injected polyurethane foam insulation.
- Recessed immersions to minimise heat loss.
- Heat losses are significantly lower than the Central Heating Systems Specification (CHeSS) requirement.
- Surface mounted thermostats and sensors for easy installation and maintenance/replacement.
- Intelligent control stores the required hot water at the minimum cost.

Cylinder Model	Volume	Height	Diameter	T&P Valve
QWCd 125	125l	945mm	580mm	720mm
QWCd 150	150l	1115mm	580mm	890mm
QWCd 210	210l	1490mm	580mm	1265mm
QWCd 250	250l	1765mm	580mm	1540mm
QWCd 300	300l	2065mm	580mm	1840mm

For more information visit [www.dimplex.co.uk/watercylinders](http://www.dimplex.co.uk/watercylinders)

## EC-Eau™ Water Cylinder c



The EC-Eau™ range of unvented stainless steel cylinders can supply all the hot water required in the modern home, providing rapid-fill baths and invigorating showers to en-suite bathrooms and other domestic appliances simultaneously.

With both standard unvented direct models and models designed specifically to work with renewable energy sources, there is an EC-Eau cylinder suitable for every application. Offering low running costs, reliable hot water and fantastic flow rates, EC-Eau cylinders are available in a range of capacities, so there is a size to suit every household.



	Height	Diameter	Capacity	Expansion Vessel	Heat loss in 24 hours
	(mm)	(mm)	(litres)	(litres)	(kW/24hr)
ECSd100-580	810	580	100	12	0.75
ECSd125-580	960	580	125	12	0.95
ECSd150-580	1130	580	150	12	1.10
ECSd175-580	1280	580	175	19	1.12
ECSd210-580	1504	580	210	19	1.41
ECSd250-580	1750	580	250	24	1.51
ECSd300-580	2080	580	300	24	1.96

For more information visit [www.dimplex.co.uk/watercylinders](http://www.dimplex.co.uk/watercylinders)



Social Housing Heating Solutions

# A-Class heat pumps

Dimplex A-Class is our innovative range of class leading air source heat pumps. Designed from the 'ground up' specifically for the UK market, Dimplex A-Class is not just a new heat pump. Offering class beating efficiency with seasonal performance figures comparable with ground source units even in the midst of UK winter temperatures, A-Class sets a whole new benchmark for air source technology.

A-Class range at a glance:

- Four model options: 6, 8, 12 and 16kW output options to suit your individual requirements.
- High efficiency levels.
- High heat output at low air temperatures.
- 65°C maximum water flow temperature.
- Easy to use complete heating system controller, with graphical user interface.
- Pre-configured EC-Eau Smart cylinders with integrated buffer tank and onboard controller – available in 150, 210 and 250 litre options.
- Low noise variable speed fan.
- MCS certified – eligible for RHI payments.



## Outstanding performance and efficiency

Dimplex A-Class is designed specifically to maximise year-round heating system efficiency, no matter the weather conditions. It outperforms the UK's leading heat pumps and the efficiency assumptions in the industry best-practice Heat Emitter Guide.

## High output, high temperature

Dimplex A-Class delivers full heat output, even at air temperatures as low as -7°C and at high water flow temperatures. Respectable efficiency and no loss of heating capacity at higher water temperatures also mean that in many instances, A-Class can be paired with existing radiators without the need for resizing and still provide an attractive annual saving when compared with oil or LPG.

## Sophisticated heating made simple

The A-Class Controller runs the whole home heating system: the A-Class heat pump, room temperatures, and timings, in up to four heating zones. There's no need for a separate heating thermostat, which keeps costs to a minimum and makes it incredibly easy to use.

## Innovative technology

Dimplex A-Class uses market-leading Copeland Scroll™ compressor technology. Its variable speed inverter drive optimises system efficiency, reducing running costs and environmental impact. Enhanced Vapour Injection (EVI) technology extends the operating envelope of the refrigeration cycle, for a higher performance while using less energy. The result: improved seasonal efficiency, reduced running costs, higher output and higher temperatures.

## Designed for the UK, made in the UK

Dimplex A-Class is our first heat pump specifically engineered to deliver optimal performance at typical UK winter temperatures (-2°C to 10°C). It's fully operational at temperatures as low as -15°C, plus it's manufactured in the UK too. So, as well as maximising savings and minimising environmental impact, it's supporting UK industry and employment.

## Complete system packages

Dimplex A-Class comes in a range of pre-configured, system package options. Carefully specified for both new build and existing homes, these include all ancillary parts needed for a quick and hassle-free installation.

For more information visit [www.dimplex.co.uk/a-class](http://www.dimplex.co.uk/a-class)

# MyGreenHeating finance

## Flexible financed renewable heating for the Social Housing sector.

MyGreenHeating is the flexible financed renewable heating solution from Dimplex. Designed to best meet the heating system performance and 'whole life' financing needs of the Social Housing sector today and long into the future.

Dimplex offer this by using an innovative combination of our 'best in class' heat pump technology, Dimplex professional installation partners and government financing - available from the Renewable Heat Incentive (RHI). The RHI is based on the renewable heat used in each property and MyGreenHeating is designed to address any remaining financing 'gap' arising from the need to fully cover all installation and on-going maintenance costs over the lifetime of the heating system. This gives you access to cutting edge technology with known lifetime costs and a flexible way to budget for them.

MyGreenHeating provides benefits to all stakeholders. With a highly flexible payment schedule, you set the balance that works best in terms of upfront capital versus on-going costs. Tenants also benefit from greatly reduced heating bills and access to the very best in efficient renewable heating technology.

### Key benefits

#### For Social Landlords:

- Access to renewable heating technology.
- Reduced carbon footprint.
- Cost competitive with conventional alternatives.
- A robust addition to Corporate Social Responsibility policies.
- Budget flexibility:
  - Up-front CAPEX.
  - Annual OPEX.
  - Planned maintenance included.
- Peace of mind with extended warranties and guaranteed service response rates.
- Annual system health check.
- Surveys for GDA and EPC included.
- Administration of the RHI application process.

#### For Tenants

- Heating bills slashed by up to 50%:
- Enhanced comfort and control.
- Emergency call-out service.
- Contributing to protecting the environment.

For more information visit [www.dimplex.co.uk/mghf](http://www.dimplex.co.uk/mghf)

#### Cheltenham Borough Homes

“ We looked at a number of options but the cost to install gas mains was prohibitive and we were confident that renewable heat could deliver significant benefits. In the end air source heat pumps were the obvious choice, especially with the added benefits of MyGreenHeating. ”

Frances Crick, Energy Reduction and Sustainability Officer for Cheltenham Borough Homes

#### Teign Housing

“ Early feedback from the tenants has been fantastic and many have commented on how easy the controls are to use. The install programme was smooth, with minimal disruption, and all residents have been given comprehensive training to make sure they can use their new heating system effectively. More importantly, they are now enjoying significant savings on their heating bills. ”

Tony Sharland, Teign Housing's Head of Asset Management and Development



## Specifications

Dimplex policy is one of continuous improvement; the Company therefore reserves the right to alter specifications without notice. The information contained in this brochure is correct at the time of printing.

## The Dimplex Range

Dimplex offers the widest range of renewable energy, electric space and water heating products in the world – over 700. In addition to this publication, we have a wide range of brochures for both domestic and commercial applications. Please visit our website [www.dimplex.co.uk](http://www.dimplex.co.uk) for more information.



Quantum off-peak heater brochure



Q-Rad electric radiator brochure



Quantum hot water cylinder brochure



LST brochure



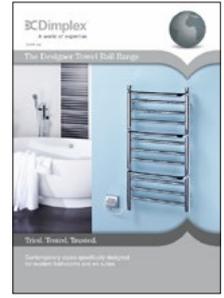
Designer heating range brochure



The Dimplex Heatbook



Renewable heat for homes brochure



Towel rail brochure

To find out more about how our team can help you to specify compliant, efficient and intelligent heating solutions contact us on:

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

Email: [pre-sales@dimplex.co.uk](mailto:pre-sales@dimplex.co.uk)

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