Creda

Welcome to Credanet
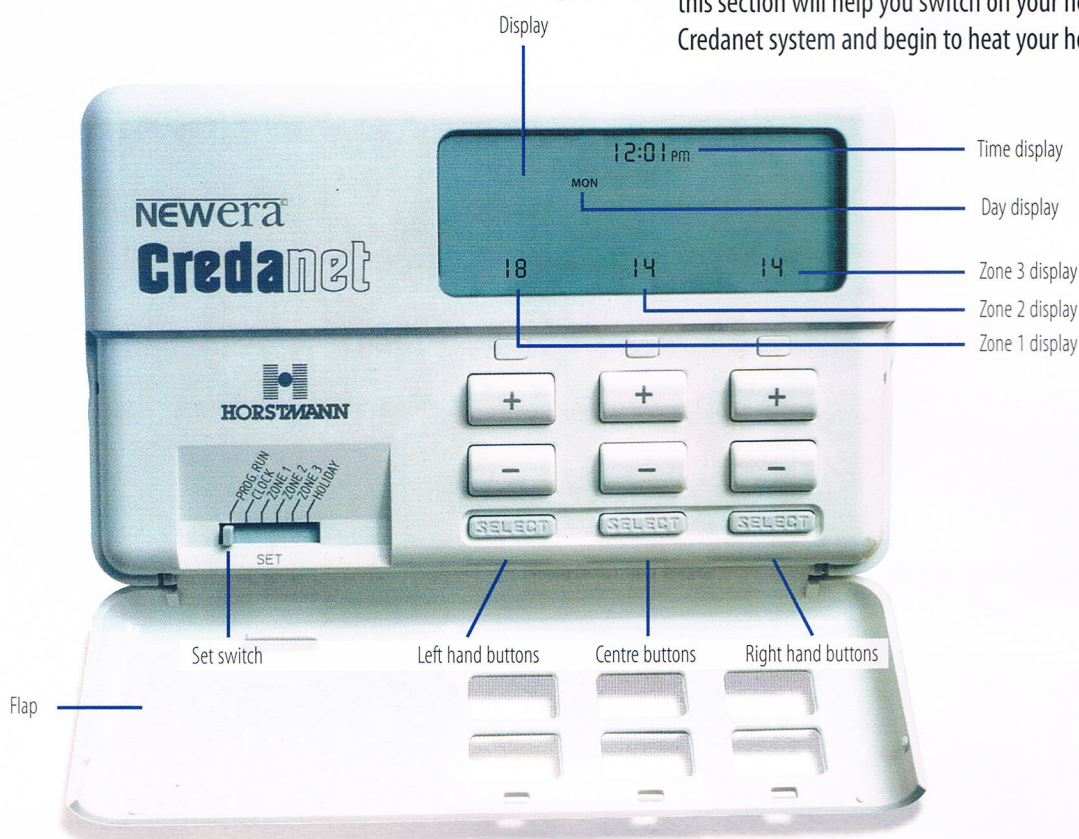
a user's guide

NEWERA©
a heating revolution from Creda

NEWERA
Credanet

Welcome to Credanet

Parts of the Credanet controller

Before programming your exact requirements, this section will help you switch on your new Credanet system and begin to heat your home.

Display

12:01 pm — Time display

MON — Day display

18   14   14 — Zone 3 display

— Zone 2 display

— Zone 1 display

newera®
Credanet

H HORSTMANN

PROG. RUN
CLOCK
ZONE 1
ZONE 2
ZONE 3
HOLIDAY

SET

+   +   +

−   −   −

SELECT   SELECT   SELECT

Set switch   Left hand buttons   Centre buttons   Right hand buttons

Flap

Section 1

Getting started

Starting to use your Credanet system is very simple.

The controller has already been programmed with the heating requirements of a typical home, and will automatically use these until you programme changes. This guide will help you make changes later, but to get yourself started, simply check the present time and day.

Once the time and day are correct, your system will automatically start to operate in a way that gives the best balance of comfort and economy for a typical user in a typical home.

Setting the day and time

Check in the display that the day and time are correctly set.

If not, open the pull down flap on the front of your Credanet controller.

- Slide the **'SET'** switch to **'CLOCK'** ~ the day will flash

- Use the left hand **'+'** and **'−'** buttons to change the day

- Press the left hand **'SELECT'** button when the correct day is shown ~ the time will flash

- Now use the left hand **'+'** and **'−'** buttons to change the time

- Slide the **'SET'** switch to **'PROG. RUN'**

Your Credanet system is now ready to operate ~ simply close the flap and your heating will follow the pre-set programme.

Please Note: If the word **'OFF'** appears in the display above any set of **'+'** or **'−'** buttons, you will need to open the flap and press the **'SELECT'** button below them before your system will operate. The word off will then be replaced by a number.

Now that your system is running, you can relax and ask a few questions about Credanet. This section explains how Credanet works for you.

What is Credanet?

Credanet is a unique home-heating system that uses electric heating to give you better control over the level of heating throughout your home, and helps to ensure that wherever you live, the most economic use is made of every penny of electricity you buy.

Is it like ordinary central heating?

In many ways, Credanet is just like ordinary central heating.

It is controlled from a central controller, and raises the temperature, or allows it to fall, according to a programme set by you. It is also economic to run, and can be more cost effective than gas.

Unlike most ordinary systems, however, Credanet allows you to heat different parts of your home to different temperatures, by splitting your home into a maximum of 3 zones. Which zone each room is in, is shown in **Section 3 ~ 'Planning your heating'**.

The central controller then allows you to set different times and temperatures in each of the zones to suit your lifestyle.

So for example, you may have the heat in your living areas higher all through the evening, but leave the bedrooms at a lower level.

Some useful Credanet definitions

Zones: Credanet splits your home into 3 parts or 'zones' and allows you to heat each of these zones differently. So, for example, your living areas might be kept very warm during the evening for your comfort, whilst your hallway and bedrooms are left at a lower temperature to minimise costs.

Comfort Temperature: This is the higher temperature you want a zone heated to when you are using it. For example, you would choose a higher temperature for the living area if you know you will be in for the evening.

Fallback Temperature: This is the lower temperature the system 'falls back' to when you are not using all or part of your home. Unlike conventional systems, Credanet monitors each room temperature all the time, so if the temperature in a room falls below the fallback temperature set for that zone, the system brings it back up by allowing more heat into the room.

Pre-set Programme: This is the programme that is factory-set into your controller, and gives the best settings for an average user in an average home. Obviously, this is unlikely to meet your needs in the long run, but by following the steps in **Section 1 ~ 'Getting Started'**, you can get your Credanet system working while you plan your own requirements.

Time Slots: Like many ordinary central heating systems, Credanet allows you to programme 3 time slots in a day. This means you can programme the temperature to rise 1. in a morning when you are getting up, 2. at lunch time if you come home from work (this time slot can also be cancelled ~ see **Section 5 - 'Useful Features'**) and 3. in the evening when you come home from work.

Is it expensive to run?

No.

Credanet makes the most efficient possible use of electricity to heat your home, and in most cases is as cheap or cheaper to run than an ordinary electric system.

Is it easy to control?

Yes.

Most of the time, Credanet will be controlled by the central controller, and once you have programmed it you can forget all about it.

Sometimes, however, you may be too hot or too cold in a room, or want to switch off the heating in part of your house, and you can easily do this by refering to **Section 4 'Useful Features'** later in this guide.

Is it complicated to set up?

Not at all ~ you can probably have it running in 5 minutes or less.

Because Credanet gives you so many options, you need to think about how you want the system set up, so to make it easier, it comes with a pre-programmed setting which is designed to suit an average home. All you need to do is set the correct day and time and Credanet will do the rest (see **Section 1 'Getting Started'**).

You can then decide exactly how you want your heating to run before changing the settings. We have provided a chart to help with this in **Section 3 'Planning your Heating'**, and instruction on how to change the settings in **Section 4 'Changing the Settings'**.

What if I need help?

Read thoroughly through this guide.

It should give you everything you need to get the most out of your Credanet system.

It explains how to get started, how to plan your settings, how to change the settings, and how to use more advanced features.

If, however, you are still in need of help, the final section gives contact names.

Why is Credanet cheaper to run?

Because it is intelligent.

Like economy tarrif programmes, Credanet uses economy rate electricity, but unlike most, it doesn't rely on you to tell it when that electricity is available. Wherever you live, Credanet automatically senses when electricity is supplied at the cheapest rates ~ even if the times that electricity is available change from day to day.

It then combines this information with its knowledge of your requirements, plus its knowledge of the temperature over previous days to plan exactly when it is best to take in electricity.

But because Credanet is intelligent, it can also cope with unexpected cold spells using the Combi feature on its storage heaters (Supaslim Combi and Sensair Combi). To run as efficiently as possible, a storage heater will only take in the minimum amount of economy rate electricity required to generate enough heat to maintain the temperatures you have set. *Continued...*

Why is Credanet cheaper to run? *(continued)*

It achieves this by planning how much heat it needs to store, based on the temperature over previous days.

If the weather is suddenly much colder, therefore, the heater may not have enough heat stored to maintain those temperatures.

With standard storage heaters, this would mean that the room would simply get colder. With Credanet's Combi feature, however, the heater is able to draw on direct acting electricity to generate heat immediately, and keep the room at the required temperature.

In this way, Credanet makes sure that the best mix of stored and direct heat is used to ensure that the temperature is always maintained.

Can I switch the Combi Function off

Yes.

If your storage heaters have the Combi function, but you do not want it to operate, it can simply be switched off by pressing the Combi button underneath the control panel cover *(see opposite)*. This will then ensure that the heater will only use heat it has stored at economy rates.
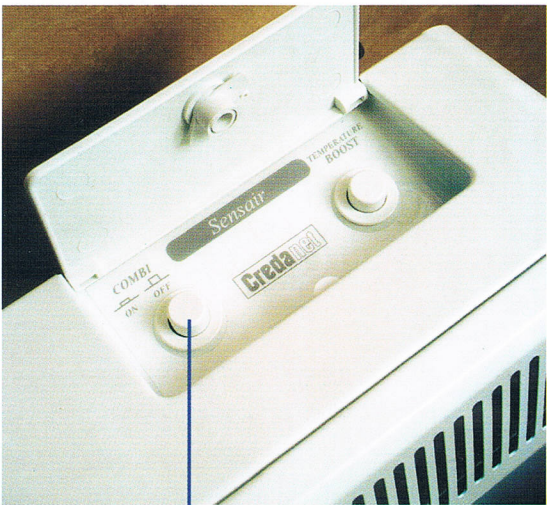
Use the **'COMBI'** button to switch your storage heater's Combi function on or off

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To get the most from your heating, you need to plan when and how you want to heat the different parts of your home. This section explains how to do this with Credanet, and provides a useful chart you can complete to plan your own heating.

Section 3

Planning your heating

Before you plan your heating, take a look at the **pre-set programme** below, already programmed into the controller. This is the programme that is already set for your system, and which you have started in **'Section 1 - getting started'.**

These are the **3 different zones** *in your system*

These are the **3 comfort temperature time slots** *that can be set for each day*

Monday to Sunday

all temperatures are in ˚C

Zone	Time slot 1			Time slot 2			Time slot 3			Fallback Temp
	Start	Temp	End	Start	Temp	End	Start	Temp	End	
Zone 1	7.30am	20˚	9.00am	12.00pm	18˚	2.00pm	5.00pm	20˚	10.00pm	14˚
Zone 2	7.30am	18˚	9.00am	12.00pm	18˚	12.00pm*	8.00pm	20˚	10.00pm	14˚
Zone 3	7.30am	18˚	9.00am	12.00pm	18˚	12.00pm*	8.00pm	20˚	10.00pm	14˚

These are the times you want the time slot to **start**

*Time slot is cancelled

These are the **comfort temperatures** *set for that slot*

These are the times you want the time slot to **end**

These are the **fallback temperatures** *for each zone*

What is a 'comfort temperature'?
The Comfort Temperature is how hot or cold you want a room to be when you are likely to be using it. You can set this at any level you choose, and it is measured in ˚C (equivalents in ˚F shown below)

Temperature ˚C	14˚	15˚	16˚	17˚	18˚	19˚	20˚	21˚	22˚
Approximate ˚F	57˚	59˚	61˚	63˚	64˚	66˚	68˚	70˚	72˚

What is a 'fallback temperature'?
When you aren't using a room, you can programme Credanet to let the temperature 'fall back' to a lower level, and the level you choose for this is called the fallback temperature. If the temperature falls below this, Credanet brings it back up to the fallback level and keeps it there ~ preventing the room from becoming too cold.

Think about the way you live your life, and how you would like your home to be heated, and by filling in the charts on the next 2 pages, you can decide how best to set up Credanet to meet your needs.

Remember: with Credanet you aren't just deciding whether the heat is on or off throughout the whole home. You can decide:

Different zones: Heat different parts of your house at different times and to different temperatures ~ great for making sure your living areas are nice and warm, whilst the spare room is just kept frost free.

Different days: Each zone can be programmed to include different settings for each day of the week ~ saves you changing the heating when you are in all day at the weekend, or out all day at work.

Different temperatures: Programme a comfort temperature for when the room is in use, plus a fallback temperature for the rest of the time ~ keeps you warm when you're in, and stops damp and frost when you're out.

Different times: Like most central heating systems, you can programme Credanet to work at 3 different times during the day.

So, in the preset programme above, a day in Zone 1 would run as follows:

7.30-9.00am	**Temperature rises to 20°**
9.00am – 12.00pm	Temperature falls back to 14°
12.00 – 2.00pm	**Temperature rises to 18°**
2.00 – 5.00pm	Temperature falls back to 14°
5.00 – 10.00pm	**Temperature rises to 20°**
10.00pm – 7.30am	Temperature falls back to 14°

How does electric heating work?

Like most electric heating, Credanet uses a combination of Storage Heaters and Direct Acting Panel Heaters to provide the amount of heat you want, when you want it.

Storage heaters provide heat by warming themselves up when electricity is cheapest, storing that heat until it is required, and then gradually releasing it to bring a room to the required temperature. When used as part of Credanet, they are particularly economic in use, because Credanet learns how much heat you are likely to need, and makes sure it gets as much of this as possible at the cheapest rate ~ all automatically.

Because of this, although Credanet releases heat into your homes at the times you specify, it doesn't actually 'switch on' or 'switch off' like gas central heating. So although both Credanet and a gas system might heat your home at lunchtime, whereas the gas system has to 'buy' gas at lunchtime to provide that heat, Credanet may have 'bought' the electricity it uses during the previous night when it was cheaper.

In certain parts of your home, however, it may be more economic to use a direct acting electric heater, and Credanet takes this into account.

Because of this, don't be tempted to try to save money by setting a very low fallback temperature. To gain maximum efficiency from your system, **try to avoid setting the fallback temperature more than 4-6°C lower than the comfort temperature** as this will actually make your system *less* cost-effective and *more expensive* to run.

Your Heating Plan: Use the tables below to plan out how you want your heating to run on each day of the week. This will help you when you come to programme it in, and will make a useful record of your settings.

Monday

Zone	Time slot 1			Time slot 2			Time slot 3			Fallback Temp
Zone	Start	Temp	End	Start	Temp	End	Start	Temp	End	Fallback Temp
Zone 1										
Zone 2										
Zone 3										

Tuesday

Zone	Time slot 1			Time slot 2			Time slot 3			Fallback Temp
Zone 1										
Zone 2										
Zone 3										

Wednesday

Zone	Time slot 1			Time slot 2			Time slot 3			Fallback Temp
Zone 1										
Zone 2										
Zone 3										

Thursday

	Time slot 1	Time slot 2	Time slot 3	Fallback Temp
Zone 1				
Zone 2				
Zone 3				

Friday

	Time slot 1	Time slot 2	Time slot 3	Fallback Temp
Zone 1				
Zone 2				
Zone 3				

Saturday

	Time slot 1	Time slot 2	Time slot 3	Fallback Temp
Zone 1				
Zone 2				
Zone 3				

Sunday

	Time slot 1	Time slot 2	Time slot 3	Fallback Temp
Zone 1				
Zone 2				
Zone 3				

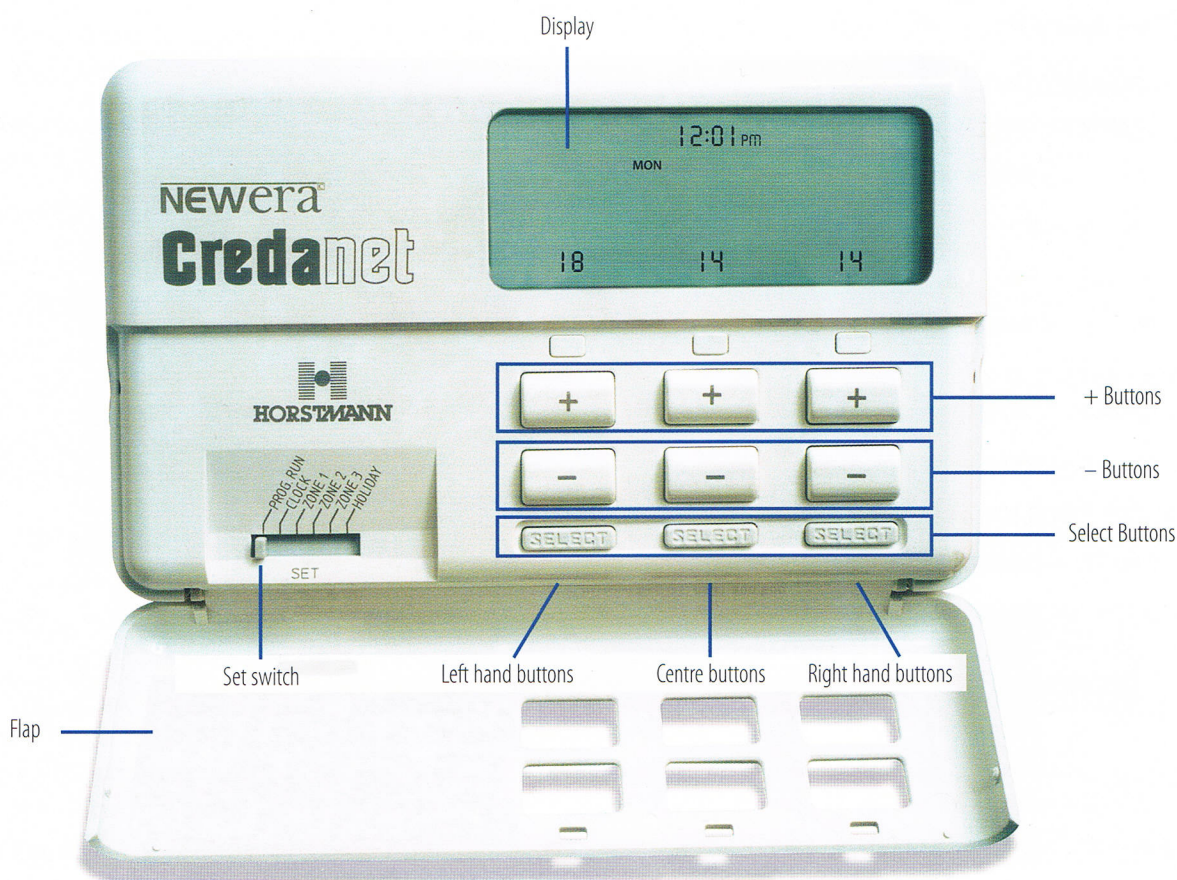**Your zones:** The table below shows which rooms are included in each of the different zones. If you would like a room or rooms to be in a different zone, contact the installer of your system ~ see **Section 6 ~ 'Getting Help'**

Allocation of rooms to zones *(to be completed by Installer)*

Room	N/A	Zone 1	Zone 2	Zone 3
Living Room				
Dining Room				
Kitchen				
Study				
Hallway				
Bathroom				
Bedroom 1				
Bedroom 2				
Bedroom 3				
Bedroom 4				
Other:				
Other:				
Other:				
Other:				

Once you have planned your heating requirements, you need to put them into the controller.
This section gives a simple step by step guide to programming the controller.

Display

12:01 pm
MON
18   14   14

+ Buttons

– Buttons

Select Buttons

PROG. RUN
CLOCK
ZONE 1
ZONE 2
ZONE 3
HOLIDAY
SET

Set switch

Left hand buttons   Centre buttons   Right hand buttons

Flap

Programming Zone 1, Day 1

First plan your requirements using **Section 3 ~ 'Planning your heating'** to help decide how you want your heating to be set. You can then alter the programming in the following way.

NB: If you wish to cancel a Time Slot simply make the start and finish times the same. Eg Time Slot 2 Starts at 11.30am and Finishes at 11.30am ~ cancelling each other out.

Programming other days and other zones

To set the rest of your heating requirements, programme each zone individually, covering each day of the week by repeating the process as below.

To programme Zone 1 for Monday (or whichever day you choose)

1. Open the pull down flap on your Credanet controller.

2. Slide the **'SET'** switch to **'ZONE 1'**

3. Use the left hand **'+'** and **'−'** buttons to choose Monday (or whichever day you wish to programme)

4. Press the left hand **'SELECT'** button when the correct day is shown

To programme time slot 1

5. Now use the left hand **'+'** and **'−'** buttons to select the time at which you wish the first time slot to begin

6. Now use the centre **'+'** and **'−'** buttons to change the comfort temperature you require for that time slot

7. Now use the right hand **'+'** and **'−'** buttons to select the time at which you wish the first time slot to end

To programme time slot 2

8. Press the centre **'SELECT'** button once to move on to the second time slot

9. Repeat steps 5-7 to select the times and comfort temperature for the second time slot

To programme time slot 3

10. Press the centre **'SELECT'** button again to move on to the third time slot

11. Repeat steps 5-7 to select the times and comfort temperature for the second time slot

To set the fallback temperature

12. Press the centre **'SELECT'** button again to select the fallback temperature

13. Now use the centre **'+'** and **'−'** buttons to select the fallback temperature you require for the Zone on that day.

To programme another day for the same zone

14. Press the left hand **'SELECT'** button to display the day

15. Repeat steps 3-14 above to set the time slots

16. Repeat until all days have been set for that zone.
NB: To copy days see **'Section 5 ~ Useful Features'**

To programme Zone 2

17. Slide the **'SET'** switch to **'ZONE 2'**

18. Repeat steps 3-16 above for Zone 2

To programme Zone 3

17. Slide the **'SET'** switch to **'ZONE 3'**

18. Repeat steps 3-16 above for Zone 3

Your programme is now complete. Slide the **'SET'** switch to **'PROG. RUN'** ~ simply close the flap and your heating will follow the pre-set programme.

Credanet offers many useful features to help you get the heating in your home exactly as you like it. The following section shows you some of the most useful ones.

What do I do if I feel cold?

There are 2 options, depending on where you are in your home.

Boost the whole zone at the controller: If you are near the controller, you can simply use the '**+**' and '**−**' buttons on the front of the controller to raise or lower the temperature throughout that Zone. To do this, there is no need to pull down the front flap. Each set of buttons is clearly marked, simply press the '**+**' or '**−**' button for the zone you wish to alter the temperature in until the desired temperature is shown in the display.

Credanet will automatically work to the new temperature set, until the next programmed change when it will revert to your original programme. That way, you can raise the temperature in your living area on a particularly cold day, without having to worry about lowering the temperature again afterwards.

Boost the room only at the heater: Credanet heaters also come with a '**BOOST**' button in the control panel on the heater itself. Press this and the heater automatically increases the temperature in just that room for 1 hour. If your heating is in fallback mode, the boost raises the temperature to the next comfort temperature set. If, however, the room is already at the comfort temperature, the Heater raises the temperature by another 2°C. To cancel the temperature boost, press the '**BOOST**' button again.
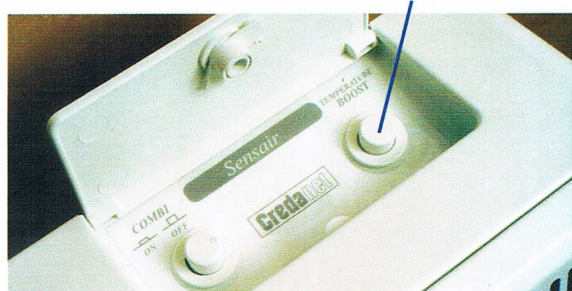
Use these buttons to boost the heating for Zone 1...
...use these for Zone 2...
...or these for Zone 3.
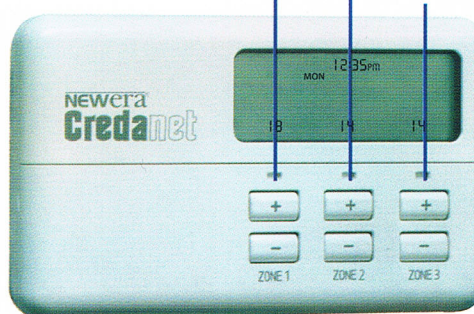
Use the '**BOOST**' button on the heater to raise the temperature in that room only. To cancel the temperature boost, press the '**BOOST**' button again

Please Note: The '**BOOST**' button is situated on the front right hand side of panel heaters.

What do I do if I go away?

Credanet includes a 'Holiday' option to take care of this

1. Open the pull down flap on your Credanet controller.

2. Slide the '**SET**' switch to '**HOLIDAY**'

3. Use the left hand '**+**' and '**−**' buttons to choose the number of days you will be away. The display will show the number of nights, for example '**07**' plus the day on which the heating will start to work again, for example '**FRI**'

4. Slide the '**SET**' switch to '**PROG. RUN**'

All zones will now show '**14**' (°C) in the display, and will only supply enough heat to protect your house from frost as required.

If you return from holiday early, or wish to cancel the setting, simply press any of the '**SELECT**' buttons.

The number of nights you are away
The day you return

To cancel Holiday Setting press any '**SELECT**' button

Can I switch my heating off?

Yes.

At the Controller: Simply open the flap on the front of the controller, and press the '**SELECT**' button for that zone:
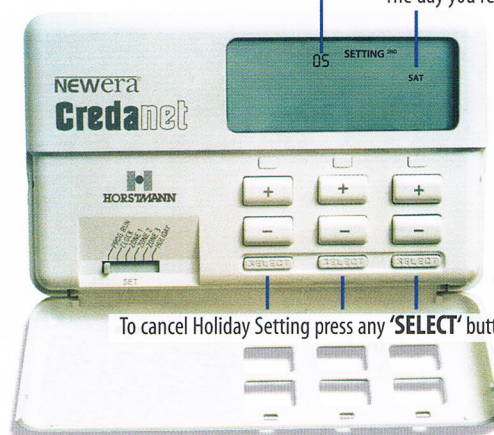
Zone 1: Left hand '**SELECT**' button

Zone 2: Centre '**SELECT**' button

Zone 3: Right hand '**SELECT**' button

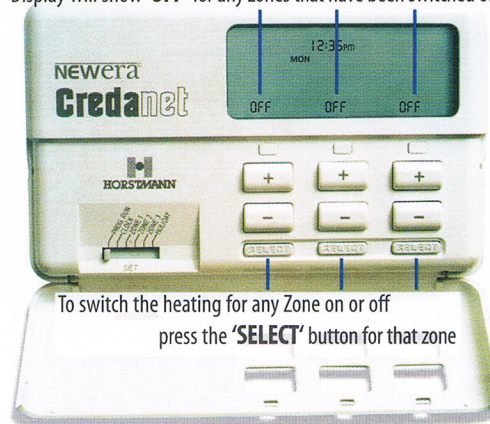Close the flap, and note that the display shows '**OFF**' above the zone.

To switch the zone back on, simply open the flap and press the '**SELECT**' button for that zone again.

Display will show '**OFF**' for any zones that have been switched off

To switch the heating for any Zone on or off press the '**SELECT**' button for that zone

### Can I switch off individual heaters?

You should only switch off heaters if a safety issue arises.

Why?

To maintain the efficiency of your Credanet system

Because Credanet learns the times when electricity is cheapest in your area, it has to monitor the supply over several days. If you switch the heater off it loses this information, and will have to learn it again before it can make best use of available cheap electricity.

If you do need to switch off a heater, be sure to switch off both supplies as shown in the picture opposite
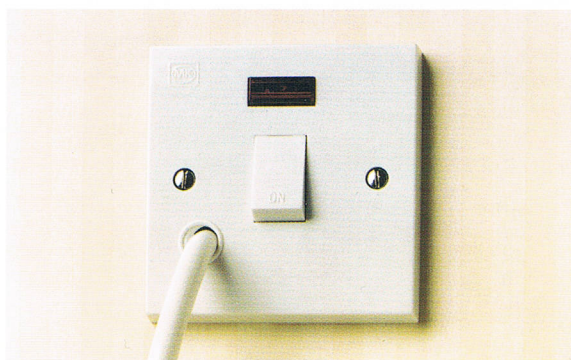
Is there an easy way to programme the same settings ?

Yes. If you want to have the exact same settings for Monday-Friday, you can simply programme the settings for Monday and copy them to the other days

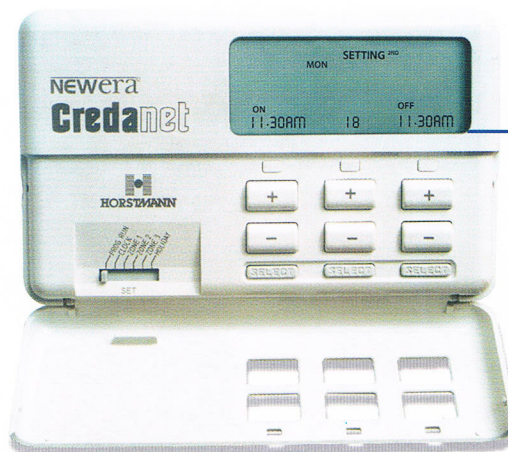**1.** Follow Steps 1-13 in **Section 4 ~ 'Changing ther Settings'**

2. Now use the left hand '**+**' and '**−**' buttons to choose the day you wish to copy those settings to

3. Press the right hand '**SELECT**' button to copy the settings

4. Repeat steps 2 and 3 until all days have been copied

5. Slide the '**SET**' switch to '**PROG. RUN**'

Your Credanet system will now run the programme.

NB: If you wish to cancel a Time Slot simply make the start and finish times the same. Eg Time Slot 2 Starts at 11.30am and Finishes at 11.30am ~ cancelling each other out.

Can I check back over my settings without changing them?

Yes

1. Open the pull down flap on your Credanet controller.

2. Slide the '**SET**' switch to '**ZONE 1**' (or whichever zone you wish to check)

3. Use the left hand '**+**' and '**−**' buttons to choose Monday (or whichever day you wish to check)

4. Press the left hand '**SELECT**' button when the correct day is shown

5. Now use the centre '**SELECT**' button to run through the settings for each time slot

6. If all is OK, repeat steps 2-5 above until you have checked all settings

**7.** If any settings need changing, refer to **Section 4 ~ 'Changing the Settings'**

NB: By just using the middle '**SELECT**' button you can check your settings without changing any.

Once I have programmed my system, can I go back to the original settings?

Yes

To return your system to the original settings, simply open the flap and press the right hand '**+**' button at the same time as the right hand '**SELECT**' button. After approximately 10 seconds, the system will revert to the original settings, at which point you will need to follow the instructions in **Section 1 ~ 'Getting Started'** to set the day and time on your system.

This can be useful if you are confused when setting the programme and are unsure what has been programmed.
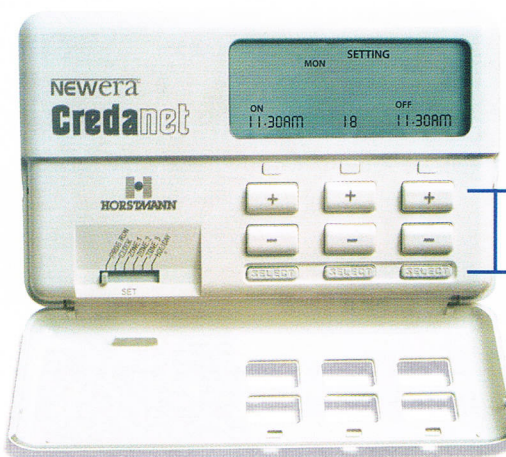
NB: By pressing the right hand '**+**' button and '**SELECT**' button for approximately 10 seconds, the controller will return to its original settings.

What do you do if something goes wrong with your heating, or if you have a query?
The following section gives you some of your contacts.

Section 6   Getting help

How do I get help?	Contact	
• If you cannot start your Credanet system • If it has not been fitted properly, or • If you wish to change the rooms in a zone	**The Installer:** *(to be completed by the installer)* **or Landlord/Builder:** *(to be completed by the installer)*	
• If your Credanet system stops working	**Creda Service Centre**	Telephone **0541 500 500** in the UK *(Mon - Fri 8am - 8pm, Sat 8am - 6pm, Sun 10am - 4pm)*, or **1850 302 200** in the Republic of Ireland *(Mon - Fri 8am - 5.30pm, Sat 9am - 12.30pm)*
• If you would like to know more about your local economy tarrifs	**Your electricity supplier:**	
• If you would like general advice about your Credanet system	**Creda Answer Centre**	Telephone **0541 54 64 74** in the UK *(Mon - Fri 8.45am - 5.30pm)*, or **1850 302 200** in the Republic of Ireland *(Mon - Fri 8am - 5.30pm, Sat 9am - 12.30pm)*
• If you wish to order spares or accessories for your Credanet system or any of your heaters	**Creda Spare Parts & Accessories National Mail Order Hotline**	Telephone **0541 530 530** *(Mon - Fri 8am - 5.30pm, Sat 8.30am - 12pm)*
• If you would like advice about the design of your heating system	**Creda Heating Technical and Design Service**	Telephone **01782 388 388** *(Mon - Fri 9.00am - 5.00pm)*