

# Guinness homes warm to Dimplex Quantum

**A state-of-the-art Dimplex heating system is now providing lower fuel bills for residents in a Guinness Hermitage sheltered housing scheme in Wiltshire, following the installation of nearly 90 new Quantum heaters in 30 individual flats as well as in hallways and communal lounges.**

The simplicity of the Quantum heater user controls and advanced performance which delivers up to 27% annual running cost savings (note 1) made it an easy choice for the ongoing programme of heating system upgrades, said Guinness maintenance surveyor Fiona Stokes.

“As one of the UK’s largest affordable housing and care providers we’re taking the lead in improving the housing provision for all our residents. A main part of this is the importance of simplicity of use, so it was an easy decision to specify the new Dimplex Quantum for this upgrade,” she said.

Following the latest official updates to the Standard Assessment Procedure (SAP), the improved performance of Dimplex Quantum compared with conventional storage heaters could save up to £278 p/a. The Quantum heater also features a dynamic storage capacity to automatically adjust input and output to user requirements. This means it can match a user-set room temperature over a 24 hour period as closely as a conventional panel convector heater, and it is infinitely controllable with a user-friendly electronic interface with LCD display.

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## Client

Guinness Sheltered Housing

## Products

Quantum heater  
Apollo towel rail

## Partners

Hewer Facilities Management

"Our residents are very pleased and are getting used to the controls quite easily as the thermostat is easy to see on the top of the heater and it can be turned up or down, giving virtually instantaneous results. We are ensuring that our users know that they should not put furnishings directly in front of the heater and to help we also provided everyone with Dimplex user instructions on a hardwearing laminated card," added Fiona.

The new Dimplex Quantum heaters have been installed in the hallways and living rooms in the flats, with the Dimplex Apollo radiant towel rail providing heating and a towel drying facility in the bathrooms.

Working closely with the scheme manager to minimise disruption and inconvenience to residents, Gloucester-based specialist Hewer Facilities Management managed the contract and installation including a re-wiring programme which was carried out over seven weeks by a team of five.

Hewer's contract manager Martin Walker said:

"As a new product, we were keen to take advantage of the on site toolbox talk from Dimplex which took only a couple of hours. We were up to speed really quickly and our team was able to carry out all the installations with the minimum of fuss as the product is designed as much for simplicity of installation as it is to use."

The Dimplex Quantum has also been designed for the future as a complete 'smart' space and water heating energy management system offering low cost, low carbon electric heating and hot water. It enables low cost zero carbon energy from renewable sources to be stored as heat, ready for when it's needed in the form of highly controllable electric space and water heating.

Note 1 - Running cost savings (calculated using SAP 2012) are compared with a system using manually controlled static storage heaters.

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