Frequently Asked Questions

How do they work?

Just like off peak electric hot water tanks, storage heaters use low-cost off-peak electricity from the grid. But they can heat all day, every day. Even better, they can make use of free rooftop solar power to reduce operating costs even more.

These heaters use electric elements to convert electric energy to thermal energy (heat) with 100% efficiency. The heat is transferred and stored in very dense ceramic blocks in the core of the heater. High efficiency insulation keeps the heat contained, ready to deliver warmth whenever it's needed. The insulation ensures the heat available for one to two days typically, so you don't run out.

Do I need rooftop solar ?

Not at all. All our heaters are "Solar ready" but can be connected to your normal power supply as well. This means every home can save money on heating now. They are a perfect match for off-peak or controlled load tariffs. Many energy providers are now offering low "time-of-use" rates now, so you can choose an energy plan to take advantage of that and save even more if you decide to get some rooftop solar in future.

How do I decide if I need a Heatboss or a Heatwave model?

We can help you decide the perfect heater for your room, so please ask if you're not sure. The following descriptions should help you decide where to start.

Heatboss

(Convection heater provides constant gentle warmth without a fan, available in three sizes)

Many owners claim that storage heating is as comfortable as hydronic heating. They say the constant warmth emitted from a storage heater eventually brings everything in the room up to a comfortable temperature. After a day or so, furniture, bench tops, walls and floors are never very cold to touch.

So if you are occupying the house as your full time residence, or are home during the day, this is going to provide comfort for longer periods.

Heatboss controls are all built-in and it can work with rooftop solar, "time of use -smart meter" or off-peak power.

It has 2 daily charging periods that can use off peak energy to charge and then top up during peak solar production times if you have solar panels.

It automatically adjusts the amount of "charge" depending on the previous few days' usage, so you never use more power than you need.

- *This silent, cosy heater is great for bedrooms, offices, and smaller living areas.*

Heatwave

(Fan assisted heater, background warmth with instant heat boost when you need it, one size only)

It can heat the room up quickly and has more storage capacity for larger areas. Suits homes where the occupants are away during the day and need instant warmth before and after work, for example**.**

The Heatwave uses a low noise fan to deliver the heat from the core of the heater to the room. The fan cycles on and off to meet the room heating loads based on the wall thermostat set point. (It will let some heat migrate into the room even when the fan is off, but mostly relies on the fan to maintain the room warmth).

It is designed for larger spaces and can work with off peak and larger solar systems. As a guide a rooftop power system of 5 kW PV or more would be a useful size to reduce heating costs with one of these. It uses external controls to manage the room temp and charging times. There is only one size Heatwave unit, and it can use a Solar Diverter (eg Catchpower Green), or a daily timer to charge it up. To manage the room temperature, we offer smart temperature controllers, but you could also use something like Google Nest or a home automation product.

- *Perfect for larger living areas, offices, cabins, school rooms, apartments.*

What size do I need for my room?

Every home is different, so to select the right unit for you and for a quote, it would be great if you could let us know the size of room/s you want to heat? (m x m approx. is ok).

We then use our heat load calculator to estimate the correct size heater based on your location and the type of building you own.

The Heatboss is available in three sizes and the Heatwave in one large size for bigger spaces.

I am off grid, will these work for me?

There is a way to use all these heaters in off grid locations, however we will need some information about your Solar PV system to make the correct selection for you. Please email us for free assistance to create a solar heating system to suit your property.

I am pretty handy, can I install it myself ?

Sorry but these are not a DIY (Do-It-Yourself) product. Australian wiring regulations require installation by trained and licensed electrical technicians only. We can recommend installers in many locations, or you can use your own electrician, and we will talk them through the steps and provide comprehensive Installation manuals as well.

We have full instructions and free online support.

They are as easy to install as an electric cooktop. Your electrician will need to run a wiring circuit to the unit, hard wired and on its own switch in the switchboard.

Can I move the heater from room to room?

Once assembled the units are quite heavy and need to be permanently located in the room where they are to be used. They are not mobile units.

Where do I buy them?

You can buy direct from us, the sole importer. Or you can use the Dealer Finder page on our website to see if an installer is located near you. Visit www.heatpac.com.au

Where are they made?

Heatpac heaters are manufactured in Europe (Madrid) to International and Australian standards. The products we sell in Australia are modified to meet Australian regulations and bear the RCM mark ensuring your safety and guarantee of compliance with all relevant safety standards. For your safety always check an electric heating appliance is approved for use in Australia.

How much will it cost to operate each day?

Please use this link to our handy Running Cost Calculator. You may need a current power bill to help calculate the costs more accurately.

Disclaimer: this cost calculator is intended to provide a guide only for estimating the maximum daily running cost of using a Heatpac heater. Note that it is expected that the average daily running costs would be lower than this as the heater should not need to run at its highest capacity every day, however, this calculator provides the maximum theoretical cost per day, based on the tariffs and running times entered into the calculator fields. Reliance upon this data is at the risk of the user and Radiant Heating and Cooling Solutions does not take responsibility for the information provided. It is recommended that an engineer or experienced designer is consulted to verify the calculations to the specific project.

Should I replace my gas or wood heater or air conditioner?

If you have already invested in a wood fire or air conditioner, by all means keep them if you want to. Like many other customers you have existing heating it can be used for supplementary heating from time to time. A Heatpac as your primary source of heat will make a very noticeable improvement in comfort and reduced operating costs. Reduce your wood fuel expense and enjoy the comfort of constant background warmth with no effort.

We recommend you consider replacing your gas heater as they require ongoing routine maintenance and use fossil fuels. The cost of gas heating is already higher than the operating cost of our storage heaters and will continue to increase according to many reports.

Is this a reliable product and what about warranty and spare parts if I need help?

Electric storage heaters are very reliable and long lasting. We have reports from customers saying they have been in service for over 30 years. The original concept behind these type of heaters goes back to the 1940s and has improved dramatically with legislation in Europe called EcoDesign Lot 20, that dramatically improved the efficiency and performance of electric heaters. Any new electric heaters sold in the EU must comply with an updated set of regulations from January 2018 and all Heatpac products meet or exceed these standards.

All Heatpacs have a three-year warranty and spare parts are available for all models, stocked in our Sydney warehouse.

We want happy customers, so free phone and online support is available to help you with installation, programming and operating your heater now and in future. www.heatpac.com.au