multiheat
& energy
systems ltd.

Where is the panel made?

The panels are made in China in large quantities and shipped out to the importers warehouse in Austria for distribution across Europe. Therefore the product is well established and already has a good reputation in European countries. The manufacturer is continually working with Austrian and Japanese technicians to improve the efficiency and maintains the quality to German standards.

This panel is cheaper than other makes does that mean it is inferior?

No, our panels meet all the safety regulations just the same as our competitors. All of our infrared heating panels are made for the European market and therefore must meet the current high standards set out by the Safety Standards Authority. There is a page on the website that lists the safety certifications. Our panels carry the logo for TUV Rheinland this is a global provider of technical, safety and certification services and the CE marking. We are an internet based company and do not have expensive showrooms, we keep our costs low by importing in larger quantities.

How hot will the panel get? Is it safe on the wall?

Panels reach a surface temperature of about 105 degrees C. If you were to stand in front of the heater you can feel gentle warmth but the surface is actually much hotter than you might expect and you would soon pull your hand away if touching the panel. There are no warning lights and the panel appears just the same whether it is switched on or off, this is part of the design appeal. This should not cause any problems as the panel is recommended for fitting on the ceiling or high on the wall like a picture, the infrared rays shine their warmth across the room, this should not be blocked by objects and therefore a high up position works most effectively.

If infrared warms people and objects how hot do they become?

Infrared causes atoms within an object to vibrate which in turn creates warmth, these items then give off warmth to warm the air. This is very gentle warmth, but as all items in the room have been warmed the warmth will be a general all round warmth unlike electric fires or radiators which heat the air in one place within the room and create currents of cold air. When every item is slightly warm it is amazing how that lifts the general warmth of the room, similar to the sun shining into a room in spring. As with any electrical item, for fire safety the panel should not be close to any furniture or curtains, remember the surface itself will become hot, the panel needs air circulation space around it and good space in front.

Can the panel be left on for long periods?

Yes. To keep your home warm, fit your panels to a programmer, this can be set to a lower temperature throughout the day and warmer in the evening. It is easier to maintain warmth within a house than it is to allow the building structure to get cold, infrared rays warm the walls and furniture which in turn give off warmth and can create lovely welcoming background warmth. A small panel left on constantly is especially beneficial in older properties at helping to reduce damp and cold problems, this can be run alongside traditional heating systems, the electrical consumption is low and the general background warmth means less fuel is then used when bringing the temperature up to that required in the evening time.

How do I know what size panel to choose?

The calculations are very simple really; we base it on 50 watts per square metre of floor space in a well built and modern insulated home. Now if the room is particularly cold or damp and the building is very old it may be better to choose a larger heater than our recommendations, similarly cold draughty windows or doors constantly in use will also have an effect on the way in which the room can maintain a temperature. A therapist studio may require 100 watts per square metre and Hot Yoga studios require 150 watts per square metre. If a programmer is fitted this will ensure that the room is kept to the desired temperature and the panel will modulate to only draw sufficient power to maintain temperature it will not be wasting electricity, it is false economy to buy a panel which is slightly too small for the room especially in very cold weather arrives.

Important factors to guide you. Does my room get really cold without any heating on at all? Is there condensation when the heating is on and the walls are cold? Does the snow melt

from the roof when the heating is turned on? Do my walls feel cold to the touch? If the answer is yes then please use 75 + watts per square metre for your calculations.

Where do I fit the panel?

Ideally the heater should be above where you are sitting, so you get the most benefit from the warming rays. Imagine you are fitting a light bulb to cast its rays over the whole room. **The ceiling is the most effective place** for our standard white panels. Glass and mirror panels can be fitted **high on the wall like a picture** although some warming rays are lost up to the ceiling and so it may not be as efficient, or you can fit and angle the heater downwards. It is not recommended to place infrared heating panels low on the wall like conventional radiators as furniture will block the rays from passing across the room and it will not warm the whole area.

How do I fit the panel?

Please ask a qualified electrician to fit the panel. Decide roughly where the panel will be on the ceiling, panels are not particularly heavy but do need a secure fitting, find out where the joists are and which way they run. The cable can be passed up into the ceiling space and your electrician can work out how best to connect the panel to the electrics and programmer. The panel has standard electric cabling just the same as any other domestic electrical equipment; if you are not able to fully fit the heater then a simple UK plug can be fitted.

Is it safe to use the heater near computer equipment?

Yes, the infrared rays are very gentle; it will not overheat any equipment. Infrared has very gentle warming rays.

Can I use the heater in a bathroom?

Yes, the panels are IP54 rated for use in the bathrooms and wetrooms. The heater is splash proof and should be positioned in zone 3 away from the bath or shower. Ideally it should be above where you stand, fairly central to the room; the rays need to reach all areas of the room to warm the walls and floor which in turn will warm the whole room. If the heating panel is left on for long periods it will also help reduce condensation in the bathroom and maintain a cosy warm feeling. Mirror infrared heating panels are excellent in the bathroom.

Can I try a panel out before going to the expense of having the whole house fitted?

Of course! Buy one panel to try, simply make sure that the panel you chose is large enough to warm the room you are trying it out in. A 600 watt panel will warm a room of 12 square metres. Fit a UK plug to the cable, you can also use a cheap simple timer switch available from DIY shops, this will ensure the heating comes on to warm the room and goes off again at night to avoid wasting electricity. Make sure the heating panel is secure, we do have some “feet” available for this purpose, remember the surface will become hot once switched on and visitors will not expect this panel to be a heater and may try to touch it! If you are not happy then please return the panel with all its packaging to us in good working order and we will refund the purchase price.

What is infrared radiation?

Infrared radiant panels use the same principle as the sun shine, we have all felt the suns warmth on a cold crisp day, but once the sun disappears behind a cloud we feel cold, this is because the suns infrared rays are prevented from hitting our body because of the cloud. The sun’s rays do not warm the air but people and objects that in turn will give off heat to warm the air. The best infrared heating panels create the maximum amount of infrared rays from little amount of energy. A true infrared heater will only produce infrared rays and not waste energy with convection or storage and is therefore highly energy efficient.

Why choose far infrared?

The light spectrum from the sun is not just the visible light that we see but also goes beyond at the blue end to UV rays, X rays and Microwaves and at the red end to near and far infrared. A very specific area of far infrared spectrum produces the maximum heating output.

Multiheat panels reach this optimum spectrum with a patented formula of a high grade Carbon Nickel mixture and a Nano Silver conductor coated from a dielectric layer and 100% PE protection. A unique reflector technology emits all Infrared rays to the front of the panel however the reverse side may feel warm to the touch.

Our heating panels have an even heat distribution across the entire surface.

What will be the energy savings on my heating bill?

Every home or situation will be different; all forms of energy costs will depend on the building quality and insulation and how flexible the controls can be, however infrared uses very little energy to heat a room and does not waste energy in fans or lights and for this reason is energy efficient. Infrared heating does not warm the air itself but efficiently warms people and objects which in turn warm the air.

As gas and oil fuel prices increase, the choice to have electric heating becomes more popular especially for those who are able to generate their own electricity.

In tests done in Germany by Prof. Dr Ing Peter Kosack two separate apartments were analysed, comparing our panels with a conventional gas central heating system. The average consumption for gas and electric per square metre was measured; the apartment using gas required three times more energy to heat the space. Now, depending on gas and electricity prices the savings may vary slightly but it is clear to see that our panels are more economical with energy and that considerable savings can be made.

In comparisons with other electric heaters our panels use far less energy to heat the same area. Many convection, oil filled or fan heaters are typically rated at 2000 watts that is more than double the consumption of our largest panel which will warm a room of 17 square metres from just 850 watts.

Experiment with your panel to ensure you get the most from infrared heating.

Experiment with the timer to find out how long it takes to warm the room from cold and how long it takes for the room to cool once the heating has gone off, by altering these periods you could be saving money on fuel costs.

Try leaving the heater on all day to feel the difference in overall warmth, especially in an older property, bathrooms often benefit from having the heating left on for longer periods. Your programmer can be set to have the heating on all day but at a lower temperature to prevent the house becoming too cold this will ultimately save money on fuel bills by maintaining gentle background warmth in the home.

Zone heating can save energy by only heating the rooms in use. Our heating panels can be wired up to a number of programmers rather than the usual one; this ensures that zones of the home can be heated separately. For example, in early evening it is important to have the sitting room and kitchen really warm and only background warmth in bedrooms, our programmers have four set points.