



## What does ETS stand for and how does an ETS heater work?

ETS stands for electric thermal storage. An ETS heater works by energizing electric heating elements within a core of bricks during the off peak periods throughout the day and night. This heat is stored in the heater's brick core to be utilized when heat is needed, including the on peak times of the day. ETS heaters operate on a thermostat. When the temperature drops below the thermostat's temperature setting, the thermostat sends a signal to the heater to discharge the stored heat.

## What type of ETS heaters are offered?

Steffes ETS heaters are offered in room units which can be sized for different square footages, forced air central furnace units, and hydronic boiler systems for radiant heat. All systems can be sized for different square footages in homes.

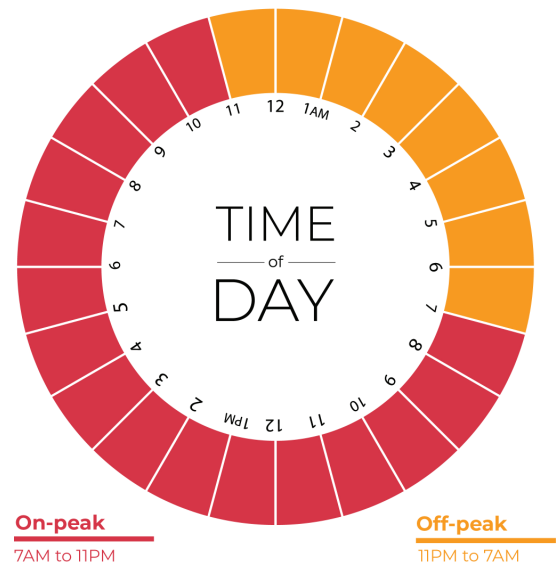
## When are the on- and off-peak times and what is the difference?

There is an off-peak period that runs year round from 11:00 p.m. - 7:00 a.m. During the heating months there is an additional off-peak period during the day from 10:00 a.m. to 4:00 p.m. Rates during the on-peak time are \$0.149 per kWh and rates during the off-peak times are \$0.076 per kWh.

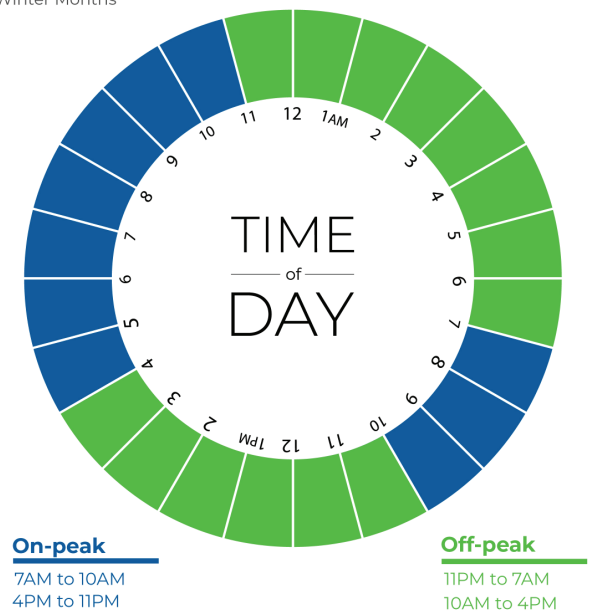
## How does the ETS heater know when the on- and off-peak times are?

When an ETS heater is installed in your home, SIEA will install a Time-of-Use meter to replace your current meter, which has the on- and off-peak schedule in it. This meter will communicate with a PLC (power line carrier) in addition to your new meter. This PLC is what sends the signal to the ETS heater to let it know when the on- and off-peak times are. The ETS heater is programmed to only charge or store heat during the off-peak times when rates are lower.

MAY 1 - AUGUST 31  
Summer Months



SEPTEMBER 1 - APRIL 30  
Winter Months





## **If a new meter is installed to replace the standard meter what does that mean for the rest of the energy that I use in my home?**

One of the perks of installing an ETS heater and placing your home on the time of use rate is that your entire home gets the same rate structure that the ETS heater does. During the off-peak times, any energy you use in your home will be calculated at the lower off-peak rate, and energy used during the on-peak times will be calculated at the on-peak rate. It is in your best interest to utilize the off-peak times for things like running your dishwasher, doing laundry, or anything else that uses electricity to operate.

## **What role does SIEA play in the ETS heaters?**

SIEA is an authorized dealer for the Steffes ETS heaters. This means that SIEA will help you determine what ETS heater is right for your home and assist you with the steps moving forward to have the ETS heater installed. SIEA does not directly install the heaters in your home, but will assist you in finding a qualified, insured electrician to get it installed properly. In addition, SIEA provides service and repair for the ETS heaters for the lifetime of the unit.

## **Is there a warranty on the ETS heater and are there repair costs if there is a malfunction?**

The ETS units come with a manufacturers 5-year, parts-and-labor warranty. SIEA will provide this warranty service to the members. After the 5-year warranty expires SIEA will continue to provide support for the life of the unit. SIEA will not charge a service fee or labor charge for repairs. If for some reason a part has failed and will need to be replaced, the member is responsible for the cost of the part and SIEA will replace that part with no additional labor charges.

## **Sometimes my ETS room unit temperature display shows the room temperature considerably higher than what it really is in the room?**

It is very important to keep the right side of the heater as clear as possible. Steffes

recommends around 12 inches of clearance on the right side for proper airflow. If the airflow and temperature sensor are blocked on the right side of the room unit, the unit will build up heat and make the unit think it is warmer than it really is in the room and can change the behavior of the unit drastically.

## **My ETS unit display is flashing PLC fail, what does that mean and what do I do?**

If the display on the ETS heater shows PLC fail the first thing you should do is contact SIEA. A PLC fail flashing on your ETS heater means communication between the unit and the PLC at the meter has been lost. Typically, if nothing has been changed on the ETS heater itself, this is going to require replacing the PLC equipment at the meter. The heater will still operate if this fail message appears but at a limited capacity since communication has been interrupted from the meter. SIEA will get someone from the meter shop or line crew out as soon as possible to get your equipment replaced and your heater working correctly.

## **What does the P and the C stand for on my ETS heater display?**

The P and the C on the display of the heater signify which mode the heater is in at that time. P lets you know that the heater is in peak mode which will not allow the heating elements to energize. The heater cannot store heat during the P or peak time. The C lets you know that the heater is in Charge mode or off peak time and the heater is allowed to store heat if necessary.

## **What is the number next to the P and C on my display and sometimes there is an (.) underscore between them?**

The number next to the P or the C indicates the current room temperature. If there is an underscore between the letter and the number, that indicates that there are charging elements on at that time. If there is no need for charging during that off peak period there will not be elements energized and there will not be an underscore.

