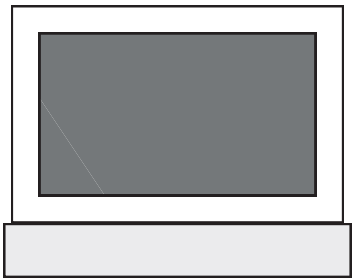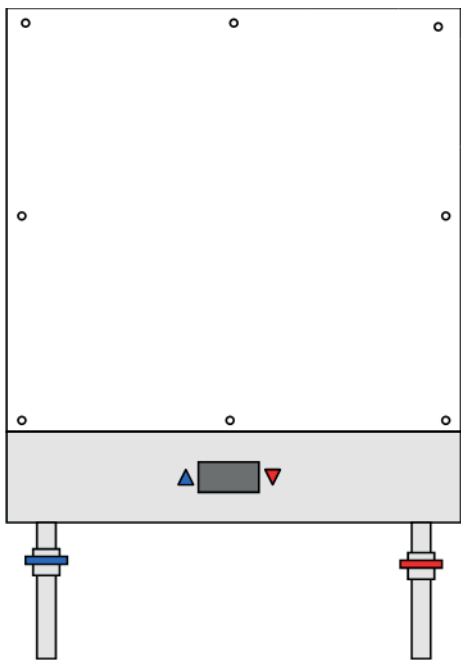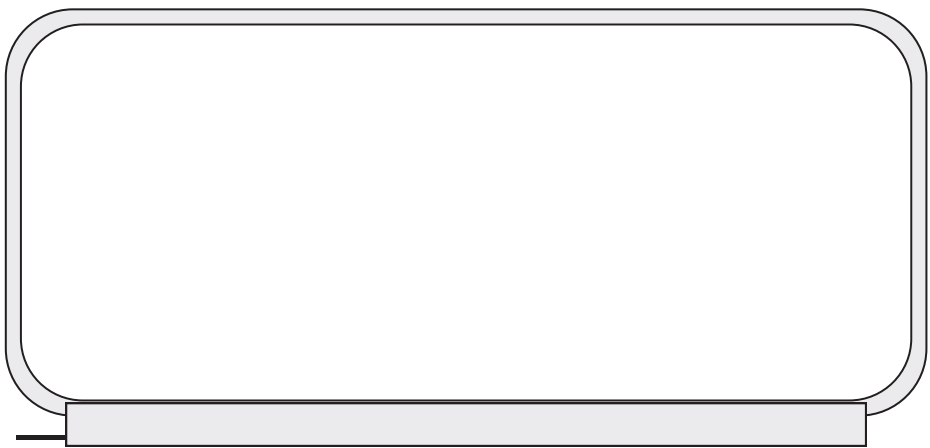# Clear Heater System User Guide

Get it installed by a qualified engineer for your 20 years guarantee*

*Provided that the system is correctly specified and optimum positions are used. Note the Control Panel is guaranteed for 5 years.

Logicor Technical Support
Thank you for choosing a Logicor Product

After registering for your 20 years guarantee (5 years for the control panel), the system will continue to run without needing intervention unless you want to adjust any settings.

If you have any queries regarding the Logicor products, visit www.clear-heater.co.uk/contact.html to submit a query or find any help pages.

Alternatively you can call the Technical Support team and get in touch with a member off staff. Make sure you have your Control Panel Identification number handy when you call for easy processing.

Your unique Control Panel ID will be onscreen in the Screen Options Menu:

INFO: Select an option to adjust

1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off

Step 1: Click on the Cog Icon to make the above screen display

Step 2: Click 'Main settings' to bring up the next menu, followed by option 5 'Screen options'. This will display the image shown below and highlighted is where you will find the unique Panel ID

INFO: Select an option to adjust

1. Status screen options
2. Brightness settings
3. Touch recalibration
4. Home screen options
5. System information screen

Firmware version: V0.0.9.6 (2018.11.06) ID: 0x000000

You can write down your unique 6 digit Control Panel ID here for future reference:

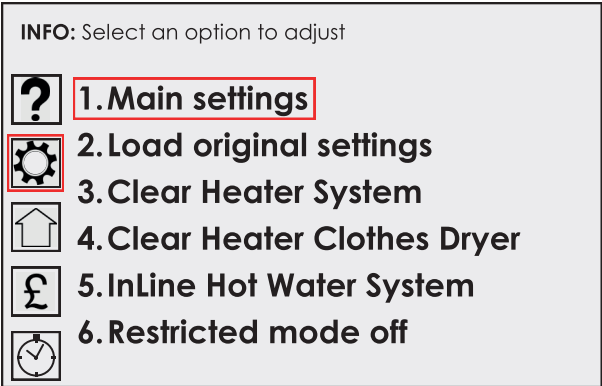**Logicor Contact Details:**

Website: www.clear-heater.co.uk/contact.html
Phone: 01924 385659 (**option 3** for tech support)
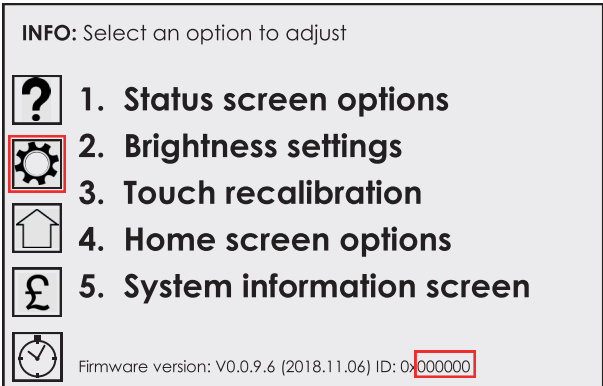**Email:** TechSupport@logicor.co.uk
Address: Logicor (CH) Ltd,
Unit 7 Thornes Office Park,
Monckton Road,
Wakefield,
WF2 7AN,
United Kingdom

Ways to make the CHS perform more efficiently

The Logicor Clear Heater System is designed to **maintain a desired temperature for 24 hours a day, 365 days a year** and tests have shown this to be the most economical way of running the system.
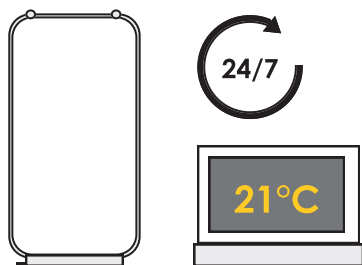
Keep doors shut when setting individual room temperatures to prevent heaters with higher temperatures from using more energy as the heat escapes into the cooler rooms.

For maximum efficiency we recommend avoiding large temperature difference throughout the property in general.
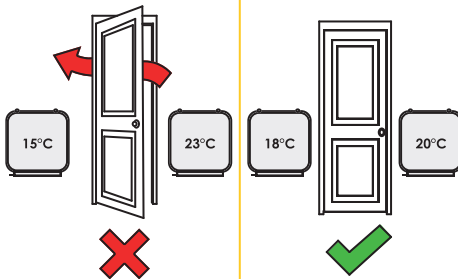
Placing furniture in front of a heater will significantly reduce the performance of the system.
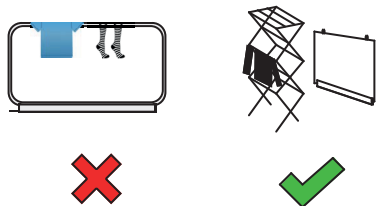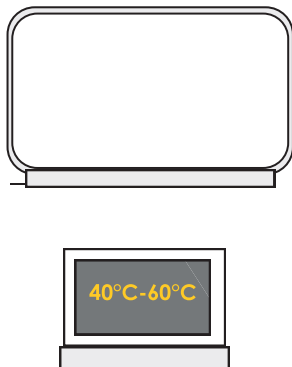
Logicor recommend you do not do this.
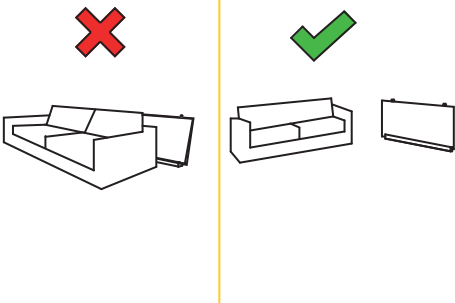
Do not hang items directly on the heater.

Logicor recommends using a clothes horse placed at least 30cm away from the surface of the panel and activating the "Clear Heater Clothes Dryer" mode.
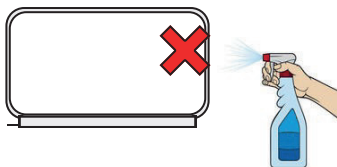
This is an additional feature on the Logicor Products App

Maximum heater surface temperatures can be adjusted via the Control Panel

To clean your heaters, turn the temperature down and **allow them to cool down first** before wiping them with a damp microfiber cloth. **Do not spray anything directly onto the glass**

If the Control Panel is dropped/damaged and is no longer working, please contact Logicor to get a replacement.

Your heaters will continue to work for 11 days without a working Control Panel and can, in the mean time, be controlled manually using the buttons situated on the bottom left of the heater base.

Please note that manual functions only work when there is no Control Panel present.

Logicor Clear Heater Panels are made from toughened glass but **if the surface of any heater becomes damaged in any way, then please turn the power off immediately** by using the switch located on the bottom right of the heater base and contact Logicor for a replacement
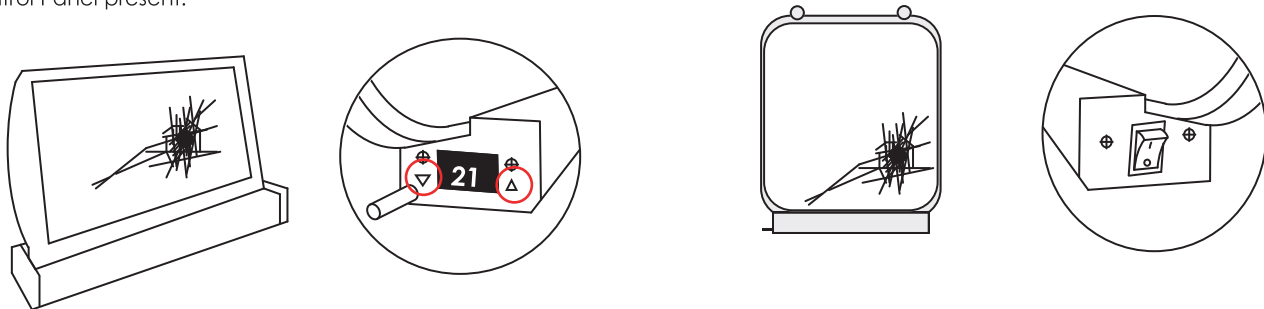
Changing Temperatures

STATUS: Clear Heater System ON and fully working

Average Temp.

22.1°C

Average Temp.

46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Select an option to adjust

1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off

INFO: Select an option to adjust

1. Complete system
2. Adjust zones
3. Adjust heaters
4. Link heaters
5. Adjust heat-up mode
6. Heater surface temp.

Complete System

INFO: Adjust complete Clear Heater System temperature

20.0°C   Clear Heater
System

Power: ON ✔   OFF

Energy control: ON ✔   OFF

Escape

7 8 9
4 5 6
1 2 3
0 .

Save

Adjust Zones

INFO: Assign heater units to a zone

20.0°C   Zone Name Here
• Assign Heater units to this zone
• Delete this zone

Escape

7 8 9
4 5 6
1 2 3
0 .

Q W E R T Y U I O P
Abc A S D F G H J K L
AB ab Z X C V B N M Space

Save

Adjust Heaters

INFO: Select a heater unit to adjust

22.5°C   • Heater Name 1

21.5°C   • Heater Name 2

20.6°C   • Heater Name 3

22.0°C   • Heater Name 4

• Add a new heater

Link Heaters

INFO: Select a link to adjust

16.5°C   • Link 1

23.4°C   • Link 2

21.0°C   • Link 3

23.0°C   • Link 4

• Add a new link

Home Screen Settings

STATUS: Clear Heater System ON and fully working

Average Temp.
22.1°C

Average Temp.
46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Select an option to adjust
1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off

INFO: Select an option to adjust
1. Wifi settings
2. Time & date
3. Tariff settings
4. Country select
5. Screen options
6. Frost & Fireguard

INFO: Select an option to adjust
1. Status screen options
2. Brightness settings
3. Touch recalibration
4. Home screen options
5. System information screen

Firmware version: V0.0.9.6 (2018.11.06) ID: 0x000000

Selecting The Home Screen

Home Screen

INFO: Select the home screen you would like to use

- Home Screen
  Simple Screen
  General Screen
Enable PIN protection

STATUS: Clear Heater System ON and fully working

Average Temp.
22.1°C

Average Temp.
46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

Simple Screen

General Screen

STATUS: Clear Heater System ON and fully working

20.8°C   46.0°C

STATUS: Clear Heater System ON and fully working

Average Temp.

ACTUAL   22.2

TARGET

20.8

Cost Today: £2.13
Cost this Month: £56.24
kWh used Today: 16
kWh used this Month: 417
Fireguard Status: Listen
Frostguard Status: Listen
PLC performance: 100%

Setting Budgets

Setting a budget

STATUS: Clear Heater System ON and fully working

Average Temp.

22.1°C

Average Temp.

46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

The Budget Menu

INFO: select a system to adjust cost & energy targets

1. Clear Heater System
2. InLine Hot Water System
3. System Energy Usage

Budget - Clear Heater System

INFO: Adjust Clear Heater System cost & energy targets

£600 / month
£20.00 / day
4511 kWh / month
150 kWh / day

Escape

7	8	9
4	5	6
1	2	3
0	.

Save

Budget - InLine Hot Water System

INFO: Adjust Clear Heater System cost & energy targets

£600 / month
£20.00 / day
99.9 m3 / month
3333 litres / day

Escape

7	8	9
4	5	6
1	2	3
0	.

Save

Budget - System Energy Usage

INFO: select a system to adjust cost & energy targets

Total whole property energy usage:
- today: £10.28
- yesterday: £24.53
- this month: £256
- this year: £256

Total CHS energy usage:
- today: £2.30
- yesterday: £5.57
- this month: £58.21
- this year: £58.21

Total ILHWS energy usage:
- today: £0.13
- yesterday: £0.28
- this month: £2.12
- this year: £2.12

Reverting a Save

How to Revert to a Save point

STATUS: Clear Heater System ON and fully working

Average Temp.

22.1°C

Average Temp.

46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Select an option to adjust

1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off

Setting Timer Events

Creating Timer Settings

STATUS: Clear Heater System ON and fully working

Average Temp.
22.1°C

Average Temp.
46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Scheduling of operating disabled

CHS Timer Options:
1. Create/Edit Schedules
2. Enable scheduling

Add New/Edit Existing Schedules

INFO: Add/Edit Schedules

Schedule 1 winter
Schedule 2 summer

● Add new

Editing the Selected Schedule

INFO: Edit Schedule

Schedule 1 winter
● Add/Edit Events
● Assign Units
● Delete Schedules

Escape

7 8 9
4 5 6
1 2 3
0 .

Q W E R T Y U I O P
Abc A S D F G H J K L
AB ab Z X C V B N M Space Save

Edit the Weekly Schedule

INFO: Schedule weekly settings

◀ **Monday** ▶

Event 1. 06:00 +2°C 🗑
Event 2. 09:00 -0°C 🗑
Event 3. 16:00 +2°C 🗑
Event 4. 20:00 -0°C 🗑

Add Event

Escape
7 8 9
4 5 6
1 2 3
0 .
Save

Select Heaters to Assign to the Schedule

INFO: Select Units

Heater 1
Heater 2
Heater 3
Heater 4
Heater 5
Heater 6
Heater 7
Heater 8
Heater 9

Activating the Timer Schedules

Disabled Timer Settings

INFO: Scheduling of operating disabled

CHS Timer Options:
1. Create/Edit Schedules
2. Enable scheduling

Enabled Timer Settings

INFO: Scheduling of operating enabled

CHS Timer Options:
1. Create/Edit Schedules
2. Disable scheduling

Adjusting Surface Temperatures

Navigating to the Menu

STATUS: Clear Heater System ON and fully working

?
⚙
⌂
£
🕐

Average Temp.

22.1°C

Average Temp.

46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Select an option to adjust

?
⚙
⌂
£
🕐

1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off
◀

INFO: Select an option to adjust

?
⚙
⌂
£
🕐

1. Complete system
2. Adjust zones
3. Adjust heaters
4. Link heaters
5. Adjust heat-up mode
6. Heater surface temp.
◀

Adjust heat-up mode surface temperature

INFO: Adjust Clear Heater heat-up mode Adjustment

?
⚙
⌂
£
🕐

60°C   Surface temperature
Temperature range: 40°C - 60°C

50%   Activation threshold
Threshold range: 20% - 90%

● Heat Up Mode override

[Escape]
7 8 9
4 5 6
1 2 3
0 .
[Save]

Heater surface temperature

All heaters surface temperature

INFO: Adjust Clear Heater surface temperature

?
⚙
⌂
£
🕐

60°C   Clear Heater surface temperature

Temperature range: 40°C - 60°C

Individual settings...

[Escape]
7 8 9
4 5 6
1 2 3
0 .
[Save]

individual heaters surface temperature

INFO: Set heaters surface temperature

?
⚙
⌂
£
🕐

60°C   Heater 1

60°C   Heater 1
60°C   Heater 2
60°C   Heater 3
60°C   Heater 4
60°C   Heater 5
60°C   Heater 6
60°C   Heater 7
▼

[Escape]
7 8 9
4 5 6
1 2 3
0 .
[Save]

Changing Temperatures ILHWS

Adjusting temperatures

STATUS: Clear Heater System ON and fully working

Average Temp.
22.1°C

Average Temp.
46.0°C

2.13 kW
energy usage

£0.28
CHS
cost per hour

INFO: Select an option to adjust

1. Main settings
2. Load original settings
3. Clear Heater System
4. Clear Heater Clothes Dryer
5. InLine Hot Water System
6. Restricted mode off

INFO: Select an option to adjust

1. Complete system
2. Adjust zones
3. Adjust water heaters

Complete System

INFO: Adjust complete Hot Water System temperature

46.0°C Inline Hot Water System

Power: ON ✔ OFF

Winter Mode: ON ✔ OFF

Escape

7 8 9
4 5 6
1 2 3
0 .

Save

Adjust Zones

INFO: Select a zone to adjust

46.0°C Zone Name Here
● Assign Heater units to this zone
● Delete this zone

Escape

7 8 9
4 5 6
1 2 3
0 .

Q W E R T Y U I O P
Abc A S D F G H J K L
AB ab Z X C V B N M Space

Save

Adjust Water Heaters

INFO: Select a heater unit to adjust

46.0°C ● ILHWS

● Add a new water heater

Notes

Changing Temperatures

When navigating to the temperatures menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a cog to navigate to the settings menu. From the settings menu, you're going to want to click Option 3 'Clear Heater System'.

This is the main menu for all changes to the Clear Heater System's temperature, however, it is possible to change the temperatures elsewhere. On the screen that we are currently viewing there are 4 options for these temperature changes:

- Complete system - This will change the temperatures for the entire system. So if we changed the temperature to 20°C, every single heater assigned to the CP will change to 20°C

- Adjust Zones - This is for heaters that may be in a zone. A zone is usually used for things like all heaters on a specific floor. E.g. ground floor. This is a useful feature as you may spend most of your time on the ground floor, therefore you can set upstairs to a slightly lower temperature to reduce energy usage.

- Adjust Heaters - this is the setting for all individual heaters, and allows you to adjust one specific heater, unless it is in a link or a zone, then the CP won't allow an individual change.

- Link Heaters - This is useful for linking heaters in the same room together and calling it something like 'bedroom'. You want all the heaters working to one temperature when in a room to avoid overworking and high energy usages.

Home Screen Settings

When navigating to the temperatures menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a cog to navigate to the settings menu. From the settings menu, click option 1 'main settings', option 5 'screen options' and finally option 4 'home screen options'. From here you will come across 3 screen layout options:

- Home screen - the home screen is the one which is the default display. The information on this screen can be clicked. For example where it says 'average temp', when clicked it will cycle the room names and average temperatures. The house icon on the right hand side with information in it such as 'cost today', can also be clicked and it will cycle different information which you may find useful

- Simple screen - this is a very simple screen and allows very simple temperature adjustments up and down by using the arrows accurate to 0.5°C

- Generic screen - Similar to the simple screen as it allows simple temperature adjustment to be made again accurate to 0.5°C. However, in the box display to the right hand side of the temperature adjustments, it will show you useful information about the system. This is all in one place in a list which doesn't have to be clicked through for the information you'd like to see.

Setting Budgets

When navigating to the budget menu, using the left hand side of the Control Panel, there is a selection of icons. Click the currency icon and this will take you to the budget menu.

Once you have accessed this menu, there are a few options to chose from:

- Clear Heater System - this will take you to the budget screen for the CHS. When you change one option, it changes them all automatically. For example if you set £5 a day, it will change the monthly figures and the kWh usage accordingly.

- InLine Hot Water System - this will take you to the budget screen for the ILHWS. When you change one option, it changes them all automatically. For example if you set £5 a day, it will change the monthly figures and the litres usage accordingly.

- System Energy Usage - This page will show you usage figures for all the Logicor products that you have installed. The following three things it will display usage on is the following: CHS Usage, ILHWS Usage and E-Meter usage (the whole properties electricity). This page will give you an accurate idea of where the energy within your property is being used.

Please note that these settings will only be an accurate reflection of system usage, if the tariff settings are correct.

Reverting a Save

When navigating to the load settings menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a cog to navigate to the settings menu. From this menu, click option 2 'Load original settings'.

This will take you into the menu and when you click the most recent date (there should only be one), it will load the settings you made on that specific date and restore the system to that point. This could be useful if you've changed any settings after system commissioning and you're unsure how to get the settings back to the way they were.

Setting Timer events

When navigating to the timer settings, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a clock to navigate to the timer settings. It will then come up with two options.

The first option will take you to the create/edit schedules page. If there are no schedules planned, you can click add schedule, or if there is one, click the schedule and it will allow you to edit it. Once you're in this menu, it will allow you to add the events by clicking 'add/edit events'. This will then display the days of the week and will allow you to add up to 4 events per day. Remember that all temperature changes are from the target. So to get it back to the original temperature you have to enter +0°C. The final thing to do is to assign heater units to the schedule in the previous page. After these are all set remember to **ENABLE SCHEDULING** otherwise the schedule won't activate.

Adjusting Surface Temperatures

When navigating to the temperatures menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a cog to navigate to the settings menu. From the settings menu, you're going to want to click Option 3 'Clear Heater System'.

There are two options for this. Option 5 and 6:

- Option 5 (Adjust heat up mode). To understand this and why this menu exists, there is a feature of the CHS called heat up mode. What this does, is when a certain percentage of heaters (set in the activation threshold) goes under 0.9°C of the target temperature, it will enter, heat up mode which activates all the heaters at once to come on, and help the affected heaters reach their target temperatures and will exit that mode, when the threshold of heaters below the target temperature drops below the set percentage. The surface temperature setting here, will only effect the system when it's working in heat up mode.
- Option 6 (Adjust surface temp) - This menu allows you to change all the surface temperatures to never go over a certain temperature, ranging from 40°C - 60°C. Within this menu, it also has the option for individual settings where you can set individual settings for certain heaters, for example in a child's bedroom so they don't burn themselves.

Please note that if the surface temperature settings are lower, the heater will not allow itself to heat up as much, meaning it will turn off more frequently to keep it cool.

Changing Temperatures ILHWS

When navigating to the temperatures menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a cog to navigate to the settings menu. From the settings menu, you're going to want to click Option 5 'Inline Hot Water System'.

This is the main menu for all changes to the Inline Hot Water System's temperature. On the screen that we are currently viewing there are 3 options for these temperature changes:

- Complete System - This will change the temperatures for the entirety of the system. So if we changed the temperature to 46°C, every single water heater assigned to the CP will change to 46°C.
- Adjust Zones - This is for water heaters that may be in a zone. A zone is usually used for things like all water heaters on a specific floor. E.g. ground floor.
- Adjust Water Heaters - this is the setting for all individual water heaters, and allows you to adjust one specific water heater, unless it is in a zone, then the CP won't allow an individual change.

Help Menu Function

When navigating to the help menu, using the left hand side of the Control Panel, there is a selection of icons. Click on the icon which looks like a question mark to navigate to the help menu.

What this help menu does is show information about the current screen that you are viewing, so it will change depending on what screen you're on. This is useful for if you're on a page that you're not familiar with and need some extra help.

However, if you can't find out what you're looking for by navigating to this menu, there is a person with a headset on in the bottom right of the dialogue box. Click that and it will ask you if you want a call back from technical support. Click yes, and this will send a request and a member of technical support will call you back as soon as they're available **(this only works if an internet connection is present)**. Until the previous request has been acknowledged it will not allow another tech support request to be sent and the CP will make this apparent to you.

Downloading the App

Instructions to download the app are on page 9.

The reason this app is useful, is that it allows the user to connect to their Control Panel through the Logicor server and see their properties energy usages and allows them to compare to the national average (so what other users are currently utilising). There are many other features on the app and if at any time you're not sure about the process to install or navigate it, don't hesitate to call a member of technical support.

FAQs

It looks as if I'm going to pay more than before. Why is this?

Your system may show higher running costs during the colder months but is designed to save money over the 12 month period.

How can running a system 24 hours a day be cheaper?

Once your system has achieved the desired temperature, it takes very little energy to maintain that temperature.

Is there a timer function? How do I use it?

Yes, there is.

Full instructions can be found in the manual or a light version in this very guide. However, please be made aware that under certain circumstances these events may use more energy than running it consistently at one temperature. This is because of the energy stored in the walls will start to heat up the room and will have to be saturated with energy again when the system comes back on.

Can I manually switch some panels off to save energy?

No, your system has been designed and installed to meet the requirements of your property specifically and switching off one or more panels will reduce the efficiency of the system.

Instead try to reduce the temperatures in rooms that are used less frequently via the CP and keep doors closed.

Can I take my heater off the wall to paint behind it?

You can paint behind the heater without taking it off the wall by undoing the two top brackets and carefully leaning the heater forward up to 30 degrees. But please be careful not to get paint on the sensor located at the bottom left of the heater panel.

My system is on but one or more heaters are cold to the touch. Why is this?

Each panel has its own individual thermostat and will only heat up when it's necessary to do so when the temperature in the room drops below the set target temperature. You can turn up the target to see if the heater is still working. This will be evident when the heater becomes warm to the touch.

I think the target temperatures are changing/ reducing themselves. Why is this?

The Clear Heater System has an inbuilt feature called 'Energy Control' which detects a sustained drop in temperature caused by things like a window or a door being left open and this will automatically register to the Control Panel and lower the target temperatures, to help protect your heaters and your finances.

Make sure windows and doors are shut and check for draughts.

The LED display on one or more of my heater is flashing, is this normal?

A flashing LED light indicates that the heaters are experiencing a temporary loss in communication with the Control Panel, which is normal.

Some PC's, printers, phone chargers or extension leads with inbuilt surge protection can cause interference with communications so try unplugging any devices when not in use to try and avoid this issue.

Panels will continue to work normally while your Control Panel automatically tries to re-establish communication but if the problem persists, then please contact our technical support helpline.

I've lost the user guide, what should I do?

The current user guide is available on our website to download. Alternatively, press the help icon (?) on your control panel to receive helpful tips at any time.

My Control Panel Screen is black, is this normal?

Yes.

The Logicor Control Panel is programmed to go into 'sleep mode' after a set amount of time. The screen should light up again normally when the touch screen is activated as long as it's plugged into a socket and powered on. If it doesn't then it may be faulty/damaged and you should contact Logicor about getting a repair/replacement.

I've changed my settings and I don't know how to fix it. What can I do?

Don't worry, a back up is saved during the initial commissioning of the system and can be restored by tapping the 'cog' icon and then option 2 'load original settings'. Tap the most recent restore point and confirm.

I've had an electrical power outage, will my system need to be reprogrammed?

No, the Control Panel will remember all your settings.

The blue LED display lights on the control panel are too bright, can I turn them down/off?

Yes you can. Tap the 'cog' icon. Then option 1 'Main settings', followed by option 5 'screen options' and finally option 2 'brightness settings'. You can now adjust the LED's brightness from 1-10 (10 being the brightest).

LOGICOR TECHNICAL SUPPORT

After installation of your Logicor CHS, provided that the system was installed correctly with the required number of heaters by a qualified installer, your CHS system will be guaranteed for 20 years (5 for the CP) from the date of installation. If you have any questions about the CHS, call the Logicor Technical Support Team with your unique Control Panel ID.

Most questions will be answered by one of our trained members of Logicor's Technical Support Team.

Logicor Contact Details

Website: www.clear-heater.co.uk/contact.html
Logicor Technical Support:
01924 385659 (option 3)

Email: TechSupport@logicor.co.uk

Address:
Logicor (CH) Ltd,
Unit 7 Thornes Office Park,
Monckton Road,
Wakefield,
WF2 7AN,
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Online Support

For online help, general tips, videos and useful information about Logicor

www.clearheater.co.uk/