

# FREQUENTLY ASKED QUESTIONS

## FAQS



### Why choose Rointe electric heating instead of gas?

For a long time, gas was considered the most common form of heating in homes, but it has largely remained the same in terms of technology and efficiency. Rointe electric heating, however, has **evolved into an energy-efficient alternative**.

Our electric heating systems are **easier and cheaper to install** than traditional gas systems. They don't require pipes or chimneys, only a simple connection to the electric supply. Our products are also safer, as they **do not burn fuel to generate heat**. This eliminates the risk of carbon monoxide emissions and other explosions. They are **clean and environmentally friendly**, as they do not contain heavy metals, harmful fossil fuels or polluting gases.

Our heating systems are also 100% efficient, with **no heat loss through a pipe network**. Whereas gas requires expensive maintenance to keep it safe; with electric heating there are no flues to inspect and no gas safety certificates to obtain.

In the past, the decision always came down to two options, old-fashioned gas central heating or inefficient electric heating like cheap infrared or panel heaters. However, Rointe has led the way in the heating industry

to offer **smart, stylish and efficient electric heating systems** that are an economical choice for your home.



### What is ERP - Lot20?

Within the heating industry, not all products have the same level of performance. ERP is the **new EU legislation** designed to remove inefficient products and technologies from the market, called the **ECODESIGN Directive**.

ERP affects heating systems, including solid fuel heating systems. We are concerned with **Lot20** as it applies to **solid fuel local space heaters** or local space heaters only.

Lot20 states that all energy-consuming heating systems (electricity, gas or liquid) with a rated heat output of 250 W or more must meet a **minimum energy efficiency standard**, expressed as a percentage. It states that all relevant products must meet at least 38% seasonal energy efficiency, which **Rointe electric heating products meet and even exceed**.

For more information, visit [www.ecodesignheating.com](http://www.ecodesignheating.com)



### Can I use night tariffs with Rointe products?

In order to obtain the best efficiency and user experience, it is **not necessary to use a night tariff** or other similar tariffs, as is the case with other systems like storage heaters that require these electricity tariffs in order to reduce consumption.

Rointe products work best with electricity tariffs that **don't include very high or very low peaks**, which means the user won't need to modify their consumption habits with household appliances like washing machines, dryers and water heaters like those with a night electricity tariff do.

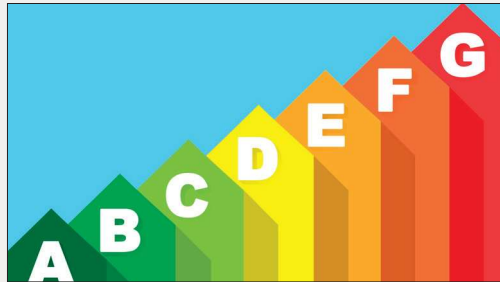


### How do I choose the right size?

The success of our heating systems is due to the **correct sizing of the product**. We have a team of specialised engineers who personally calculate the number of elements required for each zone.

To achieve maximum comfort and energy efficiency **several factors are taken into account**: location and climate zone, rooms and surface area in m<sup>2</sup>, desired product and other insulation, orientation, double glazing and staircase location. This is our **Technical Study** and should be completed before installing any Rointe electric heating product.

This service is **completely free of charge** and is designed to ensure the correct selection of our products within a building. **Contact us on 0203 321 5928** for more information or to request your free Technical Study.



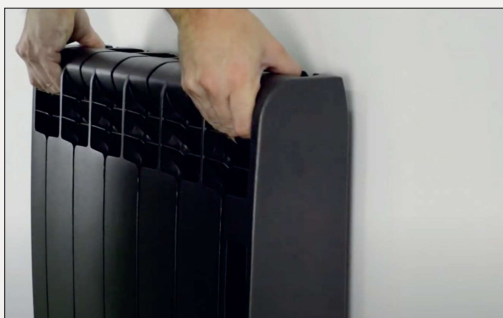
### How can I optimise my energy consumption and costs with Rointe electric heating?

We are manufacturers of low consumption heating systems that provide comfort to thousands of homes throughout Europe. Our products save energy without losing comfort by **using clean and reliable electrical energy**.

First of all, we recommend **setting the correct temperature (between 18 - 21°C)** to avoid excessive consumption but still keep your home comfortable. Did you know reducing the temperature by just 1°C can increase your annual savings?

Secondly, as our products dissipate heat by natural air convection, **do not cover the product** as this will disrupt the airflow.

Thirdly, **program your product correctly** for maximum efficiency. We suggest 3-4 hour bursts, below 21°C, three times a day. Between these periods, your product should be in anti-frost mode. Also select the **appropriate electricity tariff** and don't be afraid to switch suppliers if a better rate is available. You could also try **installing a solar/PV system to help decrease energy usage**.



### Are Rointe heating products easy to install?

Our products are incredibly easy to install. We include a template and installation kit with every product. In fact, with our electric radiators, there are **only 4 simple steps**:

1. Mark the position of the bracket holes indicated on the installation template placed on the floor (not on the skirting board) where you want to install the product.
2. Drill the holes for the brackets where the positions have been marked.
3. Fix the brackets to the wall using the provided rawlplugs and screws.
4. Finish by sliding the radiator on these brackets.

We even have **videos on YouTube to help you** with the installation.

The user then has to program the product. It's easy with the D Series, Belize and Oval WiFi towel rails using the free Rointe Connect app. Or with non-WiFi products like Kyros, simply activate one of the 4 pre-installed programmes from the control panel. With Kyros, Sygma and Oval non-WiFi products, you could purchase our AIR or BASIC remote control to help you program.

If you need help with installation or programming, **call us on 0203 321 5929**.



### How do I clean my Rointe product?

Our electric heating products are designed for **easy maintenance**.

We recommend **keeping all parts clean and free from dust** (behind and along the fins), using a damp cloth and pH-neutral soap. Clean the control panel only with a dry cloth.

**Do not use** any abrasive materials or chemicals on the product and **turn it off** before cleaning.



### I can't pair my WiFi product, why?

Check that you have selected the correct product type, that the zone is compatible with the product type (water heaters must be in a different zone from other products), that you enter your WiFi network password correctly, that your router is configured for the 2.4 GHz network and that you have sufficient WiFi signal, otherwise you will need an extender, repeater or access point.

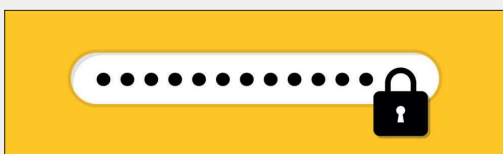
If you are using the Android app, check that you have an automatic connection to WiFi networks disabled. Check that your router accepts new devices.



### My products are paired but not communicating, what's wrong?

Check that your network (or service provider) does not have any firewalls, filters or blocks that prevent access to selected or Internet domains. Check that the product has Google DNS configured. The device must have a sufficient WiFi signal at the exact location where it is installed.

If you're still having trouble with your product, please call us on 0203 321 5929 for help.



### I don't remember my Rointe Connect user password, how can I recover it?

Make sure that the email address you used for registration exists and that you have access to it. From the Rointe Connect app, you can reset the password as long as you have access to the email address you used for registration.



### Can I update my mobile devices and apps?

Of course, you can. The products can be updated from the control panel or from the mobile apps so that you always have the

most up-to-date product version with all the improvements made by Rointe. The mobile apps can be updated from the App Store (iOS) and from the Play Store (Android).



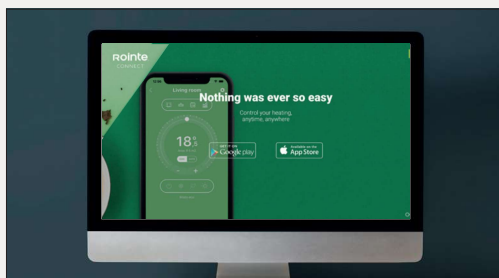
### Can more than one person log in to the Rointe Connect mobile app?

Yes, as long as you share the access keys (username/email and password).



### Can I use Google Home, Google Assistant and Amazon Alexa?

Yes, you need the Google Home and Assistant apps and look for Rointe Connect to link them. For Amazon Alexa, you will need to download the Rointe Connect skill.



### Is there a computer or desktop version of Rointe Connect?

Yes, simply go to [www.rointeconnect.com](http://www.rointeconnect.com). If you are already registered in Rointe Connect, you will be able to access it with the same credentials (username/email and password).