



# BEYOND THE ORDINARY

INFRARED HEATING SPECIALISTS

# ABOUT US

Welcome to Heissen, specialists of far infrared heaters. Our background is in property development and we have real-life experiences dealing with challenges that construction works can bring.

We understand that providing economical and effective heating is a key challenge in any development and know from experience that far infrared heating is by far the best option.

In 2012, we decided to set up an infrared heating retail business to offer to the general public. It was an immediate success but we quickly realised there was a need for a more focused service for the trade.

## **This led to the formation of Heissen.**

Our clients require the ability to generate solutions which we provide full support for.

We provide product of proven quality and reliability that we continually strive to test and improve. We also use these products ourselves.







## TRADE ONLY

Heissen sells only to the trade and all trade accounts will have their own dedicated account manager. We hold large stocks of each range enabling us to supply large numbers of panels quickly.



## FULL SUPPORT

We won't just supply you with premium infrared heaters but a wide range of support services too. Our trained and qualified staff are always on hand to support you. Comprehensive training is provided to give you the knowledge you need to offer our infrared heaters. Complete site surveys can be carried out by our experienced surveyors.



## INNOVATION

Designed, Developed and Manufactured to the highest quality. Our panels are built to the highest German standards and use the latest carbon crystal heating elements.



## QUALITY

Products feature CE, TUV SUD and undergo rigorous factory testing. Products pass a 100% check so we guarantee that every batch will maintain quality and consistency.



## EFFICIENCY

Minimum energy usage for maximum heat output. Up to 98.5% electrical efficiency ratings.



## DESIGN

Beautifully designed panels with custom printing available.



# RELIABLE

The panels are of the highest quality construction and this combined with no moving parts ensures that breakdowns are minimal.



# SERVICE

A professional and dynamic service focused around the needs of the customer.





## **CUTTING-EDGE**

Heissen are consistently improving and developing the technology used in their heating products.

## **CONTEMPORARY**

Our stylish heaters are changing the way we think about heating with minimalistic design and versatility.

## **HEISSEN SURVEYS**

**HEISSEN ARE PROUD TO OFFER ONE OF THE MOST COMPREHENSIVE SURVEYING SERVICES. THIS INCLUDES:**

- ✓ Full site inspection.
- ✓ Accurate laser measurement of areas.
- ✓ Fully tailored schemes for even the most unique project.
- ✓ Advice on controls, fixings and product suitability.
- ✓ Detailed cost analysis of existing heating showing ROI.
- ✓ Full product demonstrations.

# THE INFRARED ADVANTAGE

Once you've used infrared heating panels for a while, you'll wish you discovered them earlier. They are just so much better than old-fashioned heating methods. Infrared heating panels make much more efficient use of the electricity they use. Far infrared heats you. Not the air.

Find out more about infrared heating and its benefits in our FAQ section:

## WHAT IS FAR INFRARED HEATING?

Far infrared heat is exactly the same sort of heat that is emitted by the sun or even a wood-burning stove. It is 100% safe and a very efficient form of heating that can be used in a variety of buildings and is less affected by draughts than more traditional heating systems.

A great example of infrared heating in action is standing outside on a winter's day. The air temperature might be around 0c but if the sun is out, you will feel warmth. If a cloud passes over, then it feels cold again; this is because the infrared rays have been blocked.

## AREN'T ALL ELECTRIC HEATERS THE SAME?

There's a huge difference between infrared heaters and ordinary heaters. Standard electric heaters heat the air, which eventually reaches you. Most of the energy goes into heating the air, which can be easily lost through open doors and drafts. Heissen heaters on the other hand, convert electricity to heat at 98.5% efficiency. A German study showed that it can take up to 3 times as much energy from gas central heating to heat a room than with infrared heaters! That's a huge difference in efficiency and cost.

## ARE INFRARED HEATING PANELS SAFE TO USE?

Infrared heating is 100% safe and has proven health benefits including improving blood circulation and aiding arthritis symptoms. Infrared is commonly used in physiotherapy treatments. Each panel is equipped with five built-in overheat sensors for added protection.





## **CAN THE PANELS BE USED ALL THE TIME?**

The panels are rated for prolonged use, but we recommend a short break (minimum 10 minutes) every 12 hours. That will prolong their life. The best way to do this is to use a timer, so you don't have to remember to switch them off for a short while every day.

## **ARE THE PANELS VERY HOT?**

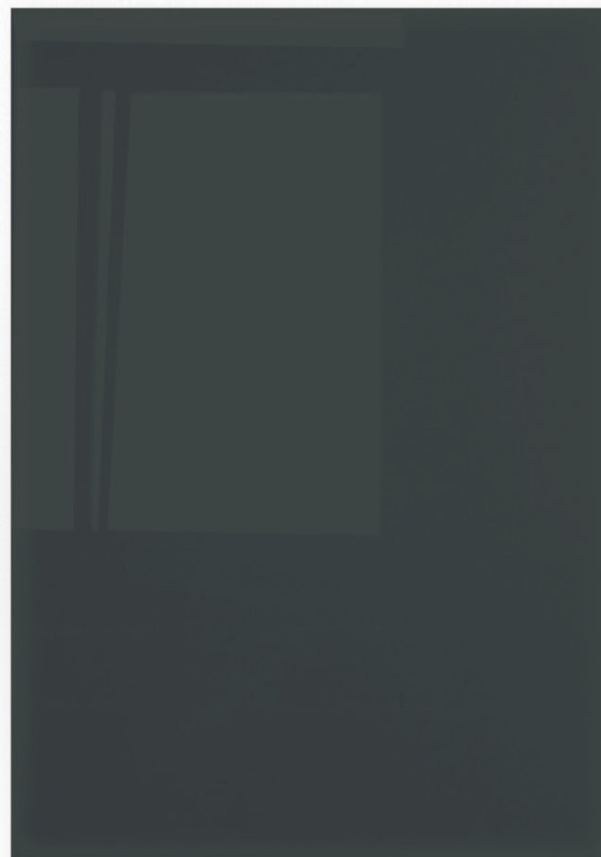
The panels only reach about 90°C surface temperature and short-term contact will not burn you. However, it's best not to place your hands or other parts of the body on the panels when they are on as it can be uncomfortable. They are much gentler than ordinary electric fires.

## **DO THE HEATERS EMIT LIGHT?**

Our heaters only emit infrared heat radiation which produces no light and ensures all the electricity is focused on producing heat energy.

## **CAN I HAVE MY OWN PICTURE ON THE PANEL?**

Absolutely! Providing your image is over 3mb in size and will fit the shape of the panel then we can print it. Please get in touch with a member of our team and we can let you know what we need from you.



HEISSEN

# INFRARED HEATERS





## RESIDENTIAL USE

Heissen infrared panels can be used in any application, including in residential properties. They provide minimalistic and discrete heating that can be customised\* whilst reducing heating bills.

\*Please contact us for further information on our custom printing service.





## SIGMA RANGE

Effortlessly simple.

The Sigma range are among the best selling heaters that we supply at Heissen and is a real customer favourite. Features a slim 10mm white aluminium frame with crystal white aluminium fronting.



# SIGMA RANGE

## SIGMA RANGE

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
200 x 900 x 22	160	3.5	SG160
300 x 600 x 22	200	3	SG200
* 600 x 600 x 22	350	4	SG350
300 x 1200 22	360	3	SG360
600 x 800 x 22	450	5	SG450
600 x 1000 x 22	600	6	SG600
600 x 1200 x 22	700	7	SG700
800 x 1200 x 22	900	9	SG900
1000 x 1200 x 22	1200	11	SG1200





# INFINITY RANGE

**Beautifully Frameless.**

Grade A quality featuring an innovative epoxy resin bound rear insulation and soft matte-white finish. An attractive fully frameless design to compliment all interiors. Discreet, with flush finish to the wall. Only 8 degrees rear temperature.



# INFINITY RANGE

## INFINITY RANGE - WALL

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
600 x 600 x 22	350	5	IFW350
600 x 800 x 22	450	6	IFW450
600 x 1000 x 22	580	8	IFW580
600 x 1200 x 22	700	9	IFW700
800 x 1200 x 22	900	14	IFW900
1000 x 1200 x 22	1200	16	IFW1200

## INFINITY RANGE - CEILING

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
600 x 600 x 22	280	4	IFC280
600 x 800 x 22	350	4.5	IFC350
600 x 1000 x 22	450	6	IFC450
600 x 1200 x 22	550	7	IFC550
800 x 1200 x 22	750	7.5	IFC750
1000 x 1200 x 22	900	13.5	IFC900



\*Designs of the rear of the heater may vary





## ELEMENT RANGE

**A touch of luxury.**

Combine efficient heating with an elegant, modern finish that will compliment a range of interiors. High quality construction with a toughened glass front and slim line profile



# ELEMENT RANGE

## ELEMENT RANGE - BLACK GLASS

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
600 x 600 x 22	300	7	EMB300
600 x 800 x 22	450	15	EMB450
600 x 1000 x 22	580	17	EMB580
600 x 1200 x 22	700	19	EMB700

## ELEMENT RANGE - WHITE GLASS

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
600 x 600 x 22	300	7	EMW300
600 x 800 x 22	450	15	EMW450
600 x 1000 x 22	580	17	EMW580
600 x 1200 x 22	700	19	EMW700





# MATRIX RANGE

**Sophisticated and discreet.**

Add style and warmth to your home or office with an infrared mirror. A practical yet powerful heater, particularly ideal for bathrooms as the mirror demists and strips out condensation. Toughened glass front, only 23mm wide. IP54 rated (splash resistant).





# MATRIX RANGE

## MATRIX RANGE

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
300 x 1000 x 23	280	8	MM280
500 x 600 x 23	300	10	MM300
Ø850 x 23	360	10	MMC360
600 x 800 x 23	450	12	MM450
600 x 1000 x 23	580	15	MM580
600 x 1200 x 23	700	16	MM700



# INFRARED VS. OTHER HEATING SYSTEMS

**HEATS ROOMS UP IN 15 MINUTES – LITTLE/NO HEAT UP PERIOD.  
FAR LESS INFRARED NEEDED THAN OTHER FORMS OF HEATING.  
WE TYPICALLY REPLACE A 2KW STORAGE HEATER WITH AN 700W INFRARED HEATER.**

	FAR INFRARED HEATING PANEL	MAINS GAS	OIL FIRED HEATING	LPG	OIL FILLED RADIATOR	STORAGE HEATERS (STANDARD IS 2KW)
ROOM SIZE	20m <sup>3</sup>	20m <sup>3</sup>	20m <sup>3</sup>	20m <sup>3</sup>	20m <sup>3</sup>	20m <sup>3</sup>
ENERGY DEMAND PER HOUR	600W	Equivalent of 1KW	Equivalent of 1KW	Equivalent of 1KW	Equivalent of 1KW	2KW at economy 7 Rate
UNIT COST OF ENERGY (KWH)	15p	6p	7p	9p	15p	8p
HEATING COST PER HOUR	9p	7p (Inc. standing charge)	9p	11p	15p	17p (Inc. standing charge)
COST OF HEAT FOR 9 HRS A DAY	54p (based on 6 hours a day)	63p	81p	99p	£1.35	£1.53
COST OF HEAT FOR 7 DAYS	£3.78	£4.41	£5.67	£6.93	£9.45	£10.71
YEARLY COST FOR 7 MONTHS A YEAR	£105.84	£133.77 - 21%	£171.99 - 48.5%	£210.21 – 50%	£286.65 – 63.1%	£324.87 – 67.4%





# INDUSTRIAL USE

Far infrared technology provides the solution to heating industrial spaces such as warehouses, packing areas and much more with proven, significant savings.





# VECTOR RANGE

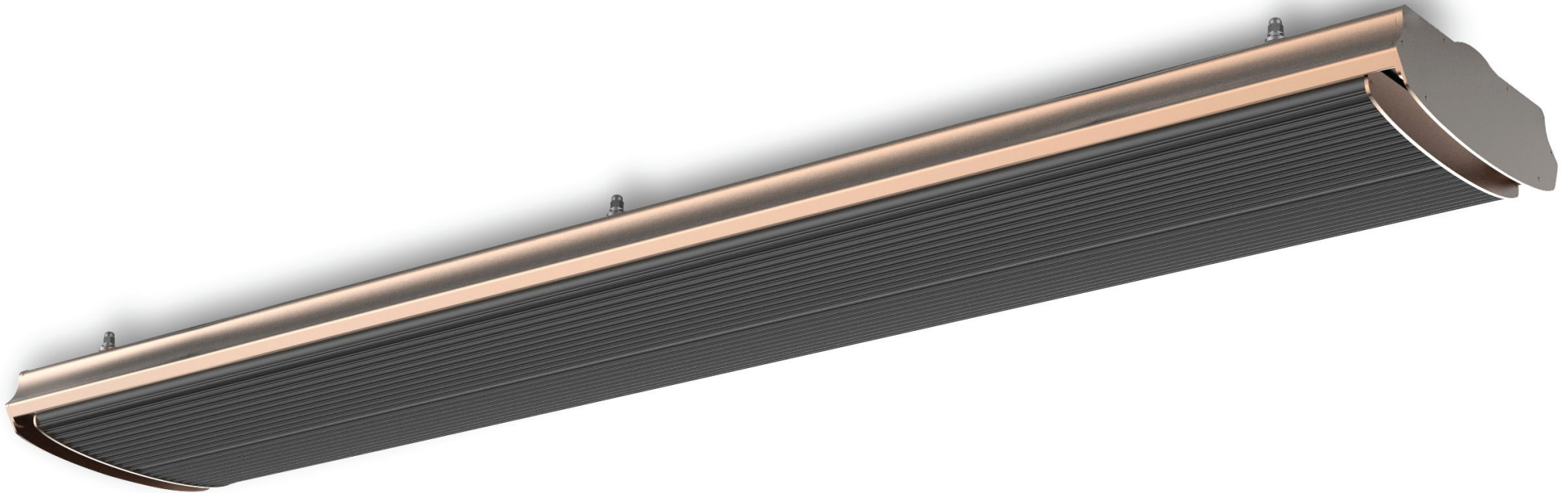
**The power of heat.**

For larger or harder to heat spaces, Heissen's infrared heating bars are a brilliant solution. Perfect for use in halls, large rooms, shops, conservatories, yoga studios – the list is just about endless of where these heaters provide a solution. As they are far infrared, their secret to being so effective is that they don't waste electricity and money heating the air first. The infrared waves goes through the air to heat you and other objects. So effective!





# VECTOR RANGE



## BAR HEATERS

LENGTH (M)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
1	1.8	8	BH1800
1.5	2.4	12	BH2400
2	3.2	15	BH3200

# NEW - WHITE VECTOR RANGE



## WHITE BAR HEATERS

LENGTH (M)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
1	1.8	8	BHW1800
1.5	2.4	12	BHW2400
2	3.2	15	BHW3200





# THE CGT

The power of heat.

The ultimate discreet heating solution for offices, classrooms and commercial environments. Each panel comes with a specially designed resin bound insulation for virtually zero heat loss into the ceiling void above. The most efficient radiant panel on today's market.

# THE CGT - THE CEILING GRID TILE

Designed to perfectly fit into a ceiling grid matrix. These panels are made to a specific size for a direct tile for tile replacement. Straight forward to install and will blend in seamlessly. Perfect for targeting areas and is the most discrete form of heating available on the market..

## THE CGT - CEILING GRID TILES

PRODUCT SIZE (MM)	WATTAGE	WEIGHT (KG)	PRODUCT CODE
595 x 595 x 22	350	4	CGT350
595 x 1195 x 22	700	7	CGT700



\*Designs of the rear of the heater may vary



# FAR INFRARED VS. ELECTRIC CONVECTION VS. GAS RADIATORS

	WHITE PANEL HEATER	INDIVIDUALLY CONTROLLED HEATER	EASY INSTALLATION	LOW COST MAINTENANCE	NO ANNUAL INSPECTION	GLASS AND MIRROR FINISH HEATERS	HIGHLY ENERGY EFFICIENT	LOW RUNNING COSTS	15-20 MINUTE HEAT UP TIME	HEAT THAT IS ABLE TO REMIT	LOW KILOWATT RATED SYSTEMS	CEILING MOUNTED HEATING
FAR INFRARED HEATERS	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
ELECTRIC CONVECT. HEATERS	✓	✓	✓	✓	✓	✓	✓	✗	✗	✗	✗	✗
GAS RADIATORS	✓	✓	✗	✗	✗	✗	✗	✓	✗	✗	✗	✗

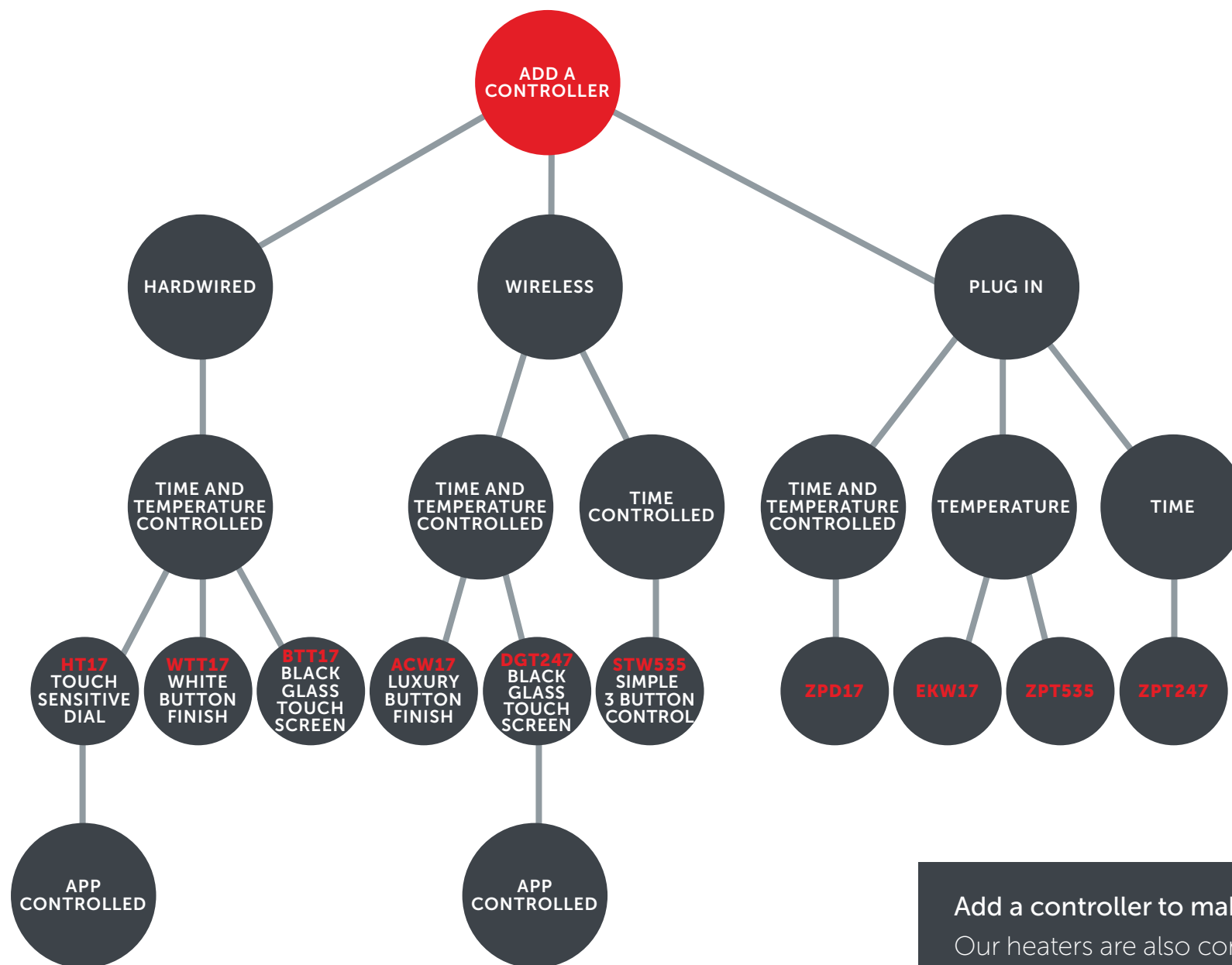
# ACCESSORIES

## ADD THOSE LITTLE EXTRAS TO YOUR HEATER

PRODUCT	PRODUCT CODE
Panel Feet	FT19
Ceiling Fixing Kit	CFK17
External Sensor Case	ESC18
External Sensor Probe	ESP18
Towel rail	TR18







# CONTROLLERS

Add a controller to make your heater Lot 20 compliant  
 Our heaters are also compatible with Timeguard, Nest, Hive, Heatmiser and many other manufacturers. Please call for more information on **03300 947420** or email at [office@heissen.co.uk](mailto:office@heissen.co.uk)

# LOT 20

## **WILL LOT 20 BE AFFECTED BY BREXIT?**

Lot 20 will not be affected by leaving the European Union and will still apply once the Brexit process has been completed.

## **WHO CAME UP WITH LOT 20?**

Lot 20 was brought in by the Ecodesign Directive and this has now been made part of EU Legislation.

## **WHAT IS LOT 20?**

Lot 20 is new legislation which was introduced by the EU Commission. The legislation has changed electric space heating requirements for controlling heaters. The legislation states that the heater must offer some form of control and be more environmentally friendly.

## **HOW DO I NEED TO PLAN FOR LOT 20?**

You don't need to plan for Lot 20, simply check if a product is compliant.

## **WHEN DID LOT 20 START?**

1<sup>st</sup> January 2018

## **DO I NEED TO BE WORRIED ABOUT LOT 20?**

Lot 20 is nothing to be worried about. It simply means that you need to make sure that each heater can be controlled individually by time and temperature to be compliant.

## **HOW WILL LOT 20 AFFECT EXISTING HEATING?**

Lot 20 will not affect existing heaters that are already in consumers' homes. However, businesses following an inspection do need to be compliant.

## **WHAT WILL LOT 20 MEAN FOR HEATING?**

Lot 20 is sure to shake things up in the heating market and stop inefficient products making it to sale.

For heaters this will mean a comprehensive control system and heaters offering the latest technology available.



# CUSTOM PRINTING



## INDIVIDUAL AND CUSTOM

Heissen’s custom printing service allows you to create something unique. The service allows you to have dual purpose heating. Not only are you effectively heating the area, you’re disguising the heating as literature, logos or artwork.

## WHAT YOU CAN USE THE CUSTOM PRINTING SERVICE FOR

- Menu’s
- Health and safety signs
- Company Logo’s
- Advertising
- Artwork
- RAL colour codes



PRODUCT	PRODUCT CODE
Custom Print Images below 600w	CP599
Custom Print Images 600w and above	CP600

# INFRARED FOR STUDENT ACCOMMODATION

Student accommodation has become big business and savvy developers have recognised that infrared is the best solution for heating.

With infrared, there is no need for the expensive installation of wet piped central heating systems which can potentially have leaks and require annual safety checks. The infrared panels have no moving parts, are very robust and can be positioned discreetly on the ceiling or walls out of harm's way.

Heissen have now helped support a number of student accommodation projects.

For this project we studied the floor plans and made precise recommendations for the wattage requirements for each living zone and the positioning of panels. We also carried out an in-depth site survey to confirm our original recommendations. We liaised throughout the whole installation process to ensure a successful outcome.

We recommended our time and temperature controllers which can be pre-programmed and locked if desired. This avoids students leaving heating on and keeps costs to a minimum.

In addition to cost savings and ease of installation, feedback from students was positive. The natural warmth from the infrared panels is excellent at minimising mould, which is often the bane of student accommodation in older properties. The low surface temperature of the infrared panels (90°C) presents far less of a fire hazard than students using old-style hotwire electric heaters.

Ease of installation. Lower running costs. No maintenance. Exact controllability. Reduction in fire hazard. These are the reasons infrared heating is now the preferred choice for student accommodation.





# CASE STUDIES

Infrared heating can be used in a wide variety of applications, from domestic to commercial. In cases where a property may be off grid or have storage heating already in place, infrared is the most cost-effective solution both in terms of installation and running costs. **Here is a small sample of places where our infrared heaters have been used:**



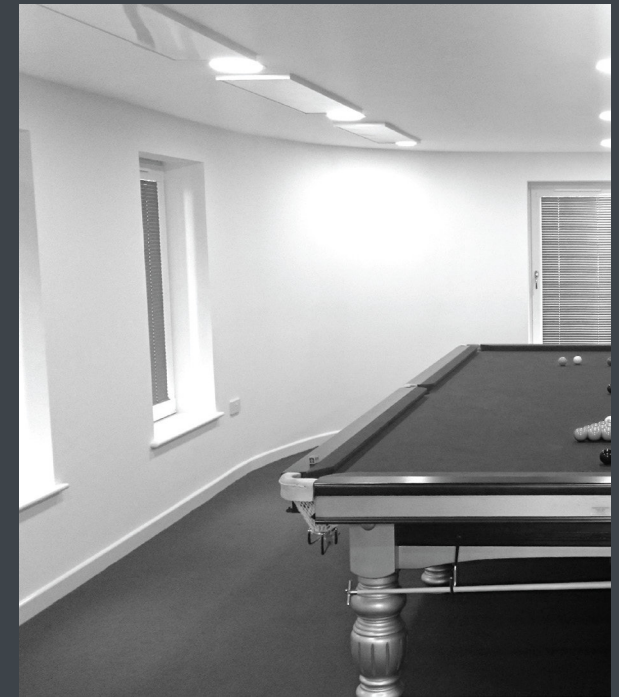
## COMMUNITY CENTRE

Multi purpose bar heaters were installed in a community center to reduce their energy bills whilst providing more effective heat.



## FACTORY PACKING AREA

In winter, temperatures in the packing area were often below 16C despite using electric heaters. The IR panels now provide a direct and comfortable heat as well as reducing heating costs by over £100,000.



## IN THE HOME

Our heaters can be wall or ceiling mounted in any domestic application to provide discrete but effective heat whilst reducing energy bills.

# CASE STUDIES

Here is a further range of case studies of where are heaters have been used:



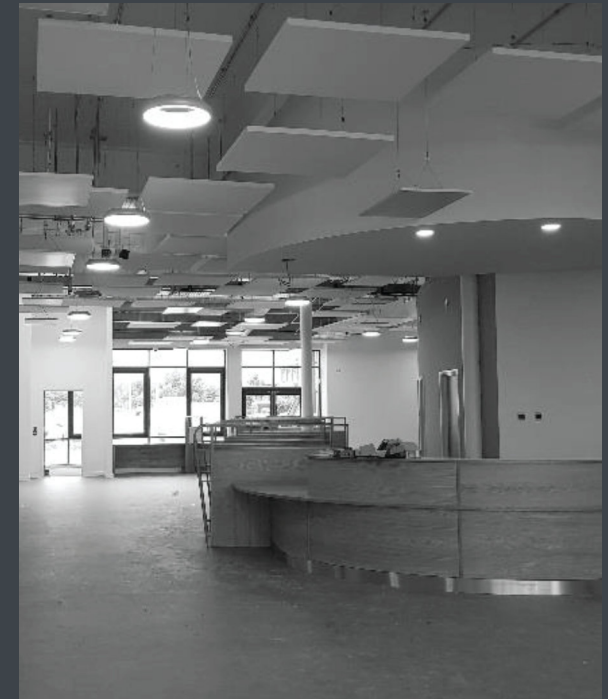
## SHOWROOM

Conservatory showroom with Vector heaters throughout the premises. The client now experiences a significantly quicker heat up time and saves in the region of 38.5% on their heating and electricity costs.



## MEDICAL CENTRE

A mirror and custom print panel with the company logo were supplied to the client who owns a skin care clinic. One of far infrareds key health benefits is that the heat penetrates the skin and promotes blood circulation. Also, Infrared doesn't circulate dust particles in the air making it cleaner.



## LOCAL COUNCIL OFFICES

A large local council new build. Using the ceiling fixing kit panels were suspended down and disguised with similar looking floating white tiles. Has won a number of energy saving awards and saves in the region of £480,000 per annum on running costs.



# HEISSEN INFRARED HEATING

**PART OF THE WL GROUP**

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