

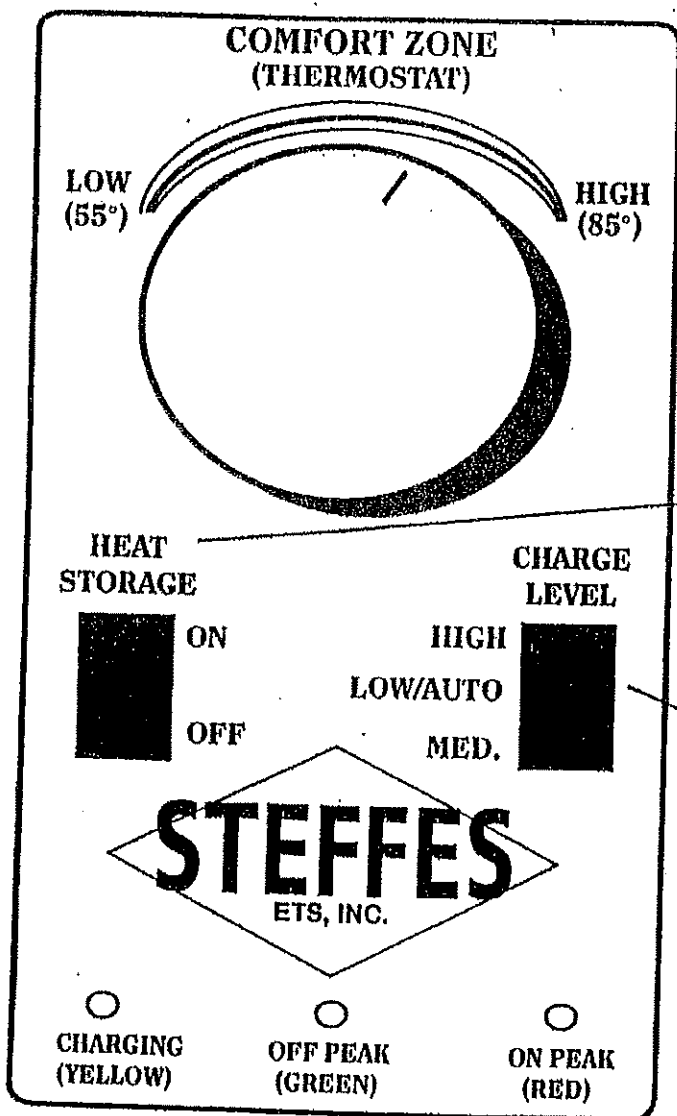
# NOW THAT YOUR ETS HEATER IS INSTALLED

CONGRATULATIONS ... You have just purchased your own ETS (Electric Thermal Storage) heater. As a thermal storage form of heat, your ETS heater will only charge, or store heat, during off peak hours. Keep those hours in mind while operating your ETS unit. Listed below are the next steps you need to take in order to get your heater operating and tips on what to watch for once you begin using the ETS heater.

1. Call to have the ETS heater inspected. Call the certified electrical inspector for your county to have the heater inspected. The county judge's office or your Jackson Energy office has a list of those inspectors. The inspector is not a Jackson Energy employee and his fee is separate from any other charges.

2. After the heater has passed inspection, it is ready to be hooked up to the meter. Call Jackson Energy and a service representative will come to your home and do that job.

Now you're ready to begin using your heater.



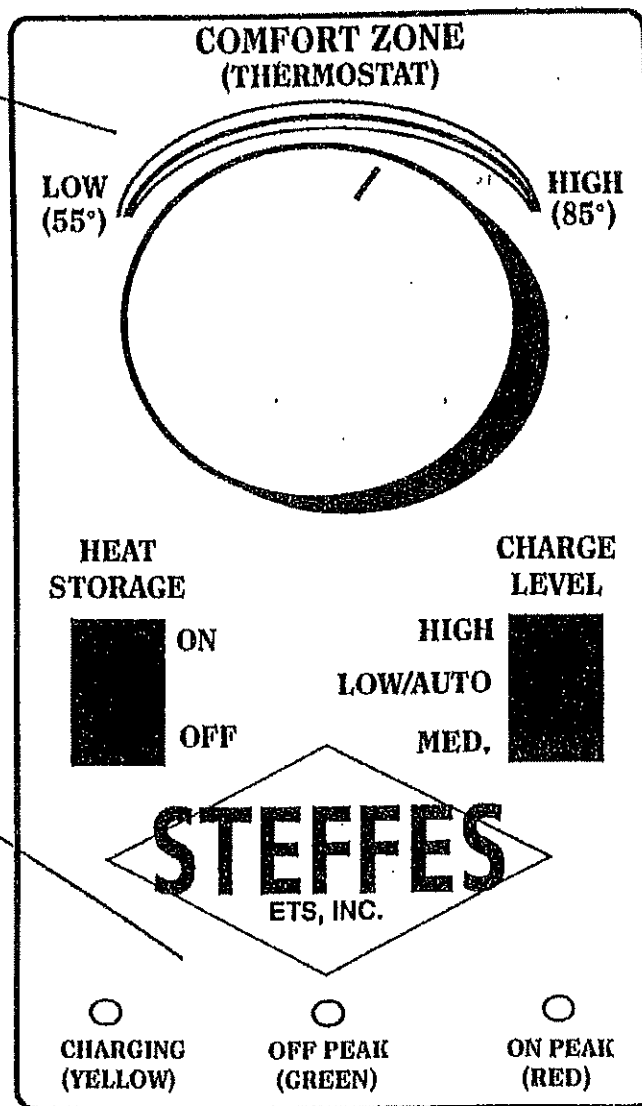
3. Check to see what time your heater was connected to the meter. If it was hooked up during an on peak time (6:30 a.m. to 12:30 p.m. or 4:30 p.m. to 10:30 p.m.), the heater WILL NOT CHARGE (store heat). This means you will have to wait for the unit to begin charging during off peak time (12:30 p.m. to 4:30 p.m. or 10:30 p.m. to 6:30 a.m.). If the heater is ready to begin charging,

- A. Check to see if the breaker in your panel box connected to the heater is on.
- B. Once the breaker is checked, turn on the heater with the Heat Storage switch (on & off switch). It is located on the left hand side of the control panel, just below the thermostat knob, also labeled Comfort Zone. The heater WILL NOT WORK unless the switch is turned on.
- C. Check the Charge Level switch, which is located on the right hand side of the control panel, also below the thermostat knob. Adjust the charge switch to either a high, medium or low setting. The setting will depend on the temperature outside and your own comfort level. If the temperature is mild, use the low setting. If the temperature is cold, use the high setting. The medium and high settings will be used most of the time.

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**REMEMBER ... On peak hours - 6:30 a.m. to 12:30 p.m. and 4:30 p.m. to 10:30 p.m. Off peak hours - 12:30 p.m. to 4:30 p.m. and 10:30 p.m. to 6:30 a.m.**

4. The thermostat knob, also labeled the Comfort Zone, is located at the top of the control panel. The low setting is the same as having the thermostat turned to 55°, and high is the same as 85°. It only controls the heater fan, not the charge level.



5. Located at the bottom of the control panel are three lights -

- A. Red Light - On peak time - 6:30 a.m. to 12:30 p.m. and 4:30 p.m. to 10:30 p.m. The red light will be on during these hours and THE HEATER WILL NOT CHARGE DURING ON PEAK HOURS.

- B. Green Light - Off peak hours - 12:30 p.m. to 4:30 p.m. and 10:30 p.m. to 6:30 a.m. The green light will be on during these hours and the heater may also be charging.

- C. Yellow Light - The heater is charging. Will only come on during off peak hours, so the yellow and green light may be on at the same time. WHEN FULLY CHARGED, THE YELLOW LIGHT WILL GO OFF.

With the controls set, your heater is ready to provide you with years of reliable, low-cost electric heat. *It will take about 24 hours for the unit to become fully charged and ready to supply heat.*

Remember ...

- One ETS heater is normally not designed to provide 100% of the heating needs for an entire home. If you are considering one ETS heater as your only source of heat, you will most likely need to supplement it with some other heat source.

- An ETS heater can only provide as much heat as is stored in the heater. For example, if the charge setting is on low and the outside temperature drops, it may use up all of the stored heat before the area is warm. Plan ahead and keep the heater charged.

If you think your ETS unit isn't operating like it should, check the following -

- If the heater has stopped working, check to see if the breaker in the panel box is tripped or switched off.
- Check to see if the Heat Storage switch is turned on. On peak and off peak lights will still come on, but the heater can not charge if the Heat Storage switch is off.

- Check the charge level. If the temperature outside has dropped, the charge level may not have been set high enough and the heater may have used all the stored heat.

The ETS heater warranty covers parts and labor for three (3) years, but service calls to adjust switches and breakers are not covered under the warranty and will be subject to a service charge.

Finally ... If you have checked all the switches and the breaker, and the heater still isn't operating properly, call the Jackson Energy Member Services office.