

Frequently Asked Questions

1. What is the difference between the infrared, marble radiators by ELITH and the rest of the infrared panels?

1. The marble radiators are the only infrared heating radiators which are made in Greece from 100% natural stones (marble, granite etc.) Due to their high heat capacity, marble radiators compile energy and they distribute it evenly in the room. Thus, in order to have a thermal coverage in a space, marble radiators do not need to be in constant function for 24 hours in row.
2. Moreover, they are the unique radiators which emit energy in three dimensions, and not in two. When the radiators are operated, the temperature behind them reaches 70 °C.
3. These marble radiators can have great power in a relatively small product surface. The largest radiator MH-17 dimensions, with power 1650 Watt are 135*60 cm. Other infrared panels have almost the double surface for only 1400 Watt. All radiators by ELITH are covered by safety regulations which are enforced for their operation and they are accepted by strict safety certifications. There is no restriction about the height placing of marble radiators in a space.
4. Infrared, marble radiators by ELITH have acquired the following certifications for safety and quality: VDE GS, EMV, QMS, CE. All the above set ELITH's radiators as products which can be sold freely in Europe and they are included as optional heating systems in great international companies for heating.

2. How much energy and money can someone save by using infrared, marble radiators?

ELITH's marble radiators are the only infrared heating systems which radiate energy in three dimensions. They have the ability to compile energy due to their specific crystalline structure of natural stone resulting in great energy savings.

The possible saving can be up to 40% in comparison to oil. Additionally, they have no maintenance costs.

3. Are these marble radiators an environmentally friendly and healthy system of heating?

The spectrum of the solar radiation consists of electromagnetic waves, part of which are the infrared rays. The thermal radiation is within the scope of infrared spectrum.

In comparison with other heating systems, the infrared heating marble radiators emit heat radiation resulting in the direct heating of the structural elements of the space and the human body.

They consist of natural marble or granite, which are found in Nature as they are. Due to the specific crystalline structure of natural stone, the heat is reflected towards all directions and is distributed evenly in a space. The combination of the electricity system using renewable energy sources makes these systems completely eco friendly.

The infrared heating marble is ideal for people with respiratory problems because they do not dry out and ionizes the air and is environmentally friendly.

4. Why are infrared, marble radiators so safe?

Infrared, marble radiators by ELITH are safe because:

1. They operate at a temperature according to the highest, acceptable temperature for electrical, heating devices, based on the safety regulation EN 60335-2-30.
2. They do not have moving parts.
3. They are secured with two thermal circuit breaker.
4. They do not dry the air as conventional heaters.
5. They do not produce combustion products, gases or pollutants.
6. They do not ionize the space atmosphere.
7. They do not create intense convection and they protect the walls from humidity (mold).

6. Are infrared, marble radiators easy to install?

The infrared, marble radiators are easy to install. They are fixed to the wall using only two bolts or screws. They have two adjustable spacers to ensure the desired positioning. They associated with either a thermostat outlet or at central thermostat, depending on the customer's requirements. They can simply be used as an appliance, or more generalized as a central heating system. For additional installation instructions please see the user's installation manual.

7. Can I use a marble radiator outdoors? Where is the best installation place?

Marble radiators are not suitable for outdoor installation. The most appropriate point of attachment is on an internal wall and not opposite openings (windows or doors).

8. What is the duration of the warranty and what does it cover?

Our products are covered by a 10-year (from date of purchase) factory warranty for proper operation. Every radiator has a unique barcode, which is its guarantee, without the need to demonstrate the proof of purchase.

The warranty does not cover the following cases listed:

1. Incorrect use of non-compliant with the manufacturer's instructions.
2. Damage to the fault of the user.
3. When there has been interference by unauthorized persons.
4. When the product is damaged caused by: accident or force majeure (fire, flood, earthquake, war, etc.)
5. After submission to physical or electrical stress than those provided by the specifications set by the manufacturer, incorrect installation.

9. What is the heat covered area by ELITH's radiators?

The marble radiators have standard dimensions and power construction.

The calculation depends on the specificity of the site, the size and insulation.

For example: A marble radiator, type MH-4 0,35 kW is sufficient to cover the area of $\pm 2m^2$ to $4m^2$, for indoor thermally insulated areas.

A radiator, type MH-17 1,65 kW is sufficient to cover the area of $\pm 15m^2$ to $20m^2$, for indoor thermally insulated areas.

10. How long is the lifespan of your products?

The average lifetime of marble radiators are estimated at 50,000 hours. The lifetime depends on the duty cycle and the temperature.

For example if you use marble radiators for 8 hours a day for six months a year, its lifetime is estimated over 30 years.

11. How do I get the appropriate financial bid for my space?

To receive proper economical offer for your space, it is necessary to give us the following information:

1. Square meters per space.
2. The orientation of each space.
3. The type of insulation of masonry.

Our partners ensure the final consumer discounts and promotions available by the manufacturer.

Contact us or with one of our official partner in your area.

12. How can I order a infrared, marble radiator and how long does it take to be delivered?

The ways of ordering marble radiators by ELITH are:

1. Through the network of our partners throughout Greece.
2. Direct from the factory itself after coming in contact with the sales department of our company.

The delivery time of our products are:

1. Two to five working days for the products in availability.
2. Seven to ten days for products that are not available.
3. Ten to twelve days for products type Art (Marble radiators with finishing and curvings of your choice)

Our products are transferred with programmed couriers and delivery direct to your door.

