



# How to use your new heating system

This document provides information on how to use your new air-source heat pump heating system. It covers:

- What to do if your heating or hot water isn't working.
- Tips on using your heating efficiently and keeping your home warm.
- Step by step instructions for setting your thermostat.

## Heating and hot water

Over the next couple pages are some issues you may experience with your new air-source heat pump system and what you can do to fix them.

### **Radiator feels cool**

When your air-source heat pump is up and running, you might notice that your new radiators are set at a lower temperature than your old gas or oil system.

**They may not feel as warm to the touch but don't worry, this doesn't mean they're faulty.**

The radiators are designed to work at a lower flow temperature. This is also why they are larger than other radiators. As long as you feel warm in your home and you have hot water, then the system should be working correctly.

## Radiators aren't warming your home up

If your home isn't warm enough, check if your radiators are turned on at the radiator valve (this is called the TRV). There is a TRV on the side of all the radiators in your home – you will need to check them all separately.

**Valve Off:** If the arrow is pointing to a 0 or an image of an icicle, this means the valve is off.

**Valve On:** Turn the valve on by turning it away from the 0 or the image of an icicle. We recommend setting it to 2 or higher.



TRV (radiator valve)

## After a power cut

If you have experienced a power cut and your heating or hot water isn't working, check your consumer unit (you might know this as a fuse box or fuse board).

Look for the switch marked ASHP.

If this has turned off because of the power cut, switch it back on.

The system should begin working again but may take some time to get back up to normal temperature.



Consumer unit

## No heating or hot water

If you have no heating or hot water, you can try resetting the heat pump system. This will fix many common issues without changing any settings.

Resetting the heat pump system:

1. Find the auxiliary switch – this is the big red and yellow switch that can be found outside by the heat pump unit.
2. Turn the switch off
3. Wait for 10 seconds
4. Turn the switch back on

After the system is reset it will begin working again, however it can take a short period of time for the radiators to warm up. Please give the system time to re turn to normal temperature.

Once the reset is completed the system will work as it did before. You will not need to change the system's settings or the thermostat after the reset.



Auxiliary switch

# Using your heating efficiently

How to use your heating in the most energy efficient way and keep on top of your bills.

Your new central heating system is designed to keep your home at a minimum temperature of 18°C in both Summer and Winter (18°C is called back drop).

We recommend you set the temperature somewhere between 18°C to 20°C to be most efficient. We understand this may be too cold for you and you can set it higher if you prefer, but this will come at a higher running cost.

If you notice your daily energy usage is high, you can lower this by turning the temperature of your thermostat down to 18°C. If this is too cold for you, you could try just lowering the temperature at night or when you are out of the house.

We recommend you always leave the system on, even during the summer, as the heating will only kick in if the temperature within your home is lower than what you have set on the thermostat.

We recommend that you try and keep your doors closed when possible. This will reduce air movement and help keep your home warmer.

Do not place clothes or other items on top of the radiator. This will block some of the heat from the radiators. It can also create moisture and lead to damp and mould in your home. We also recommend you close your curtains or blinds when the sun starts to go down to keep the heat in.

## Smoothing your energy bills

You may notice that your energy bills are lower in spring and summer and go up in the colder winter months. To avoid the unexpected larger bill in winter you can ask your energy provider about 'smoothing' your payments. This means you get a set monthly price based on your total bill for the year. Knowing how much you will be paying each month could help you plan and budget.

For example, someone may be paying as little as £30 in summer months but £180 or more in winter months. This might cost them a total of £1,200 for the whole year. In this example, they would pay £100 per month with smoothed payments. This means they pay the same total amount for the year but it is spread evenly over each month.

If you have smoothed payments and use less energy than expected during the year, you may be in credit in April. You can take this money back, or you can leave it in credit to lower your payments for the next year. Contact your energy provider for more information about smoothing energy payments and to discuss if it could be right for you.

# Setting your thermostat - EPH

## Setting the temperature on your thermostat

The simplest way to use and control your new central heating system is to use the programmer device for your thermostat. This could be a portable device, or it may be fixed to the wall.

Switch the programmer to the manual setting (or equivalent). This will mean you can then control the temperature using the plus and minus buttons on the right-hand side of the device, or by turning the dial (depending on the model of your programmer).

Here are step by step instructions for setting the temperature on different devices. Find the device that looks like yours and follow the instructions to set the temperature.

## EPH Thermostat



If your device looks like the one, follow the next steps to change the temperature.

The buttons for each step are highlighted with a red box in the images.

1. Press the 'MAN' (manual) button



2. Select the plus symbol to see what the temperature is set to



3. If the programme is set to 'AUTO' press 'OFF' and then 'man'.

4. When the device is set to 'MAN', you can use the plus and minus buttons to set the temperature you want.  
+ button is the top  
- button is below



5. Press the red 'OK' button to set the temperature and finish.



# Setting your thermostat - Honeywell

## Honeywell Thermostat



If your device looks like the one above, follow these steps to change the temperature. The settings for each step are highlighted with a red box.



1. Check if your heating is on by pressing the arrow on the right. If the temperature doesn't show, it means the device is off, so press the arrow button again until the temperature display is visible.

2. Press the middle button and make sure the 'MAN' (manual) icon on-screen is highlighted with a black box surrounding it. If there is a black box around 'AUTO' then press the middle button again to select 'MAN'.



3. Use the plus and minus buttons to set the temperature you want (this will show above the large temperature number).

# Setting your thermostat – Neomitis

## Honeywell Thermostat

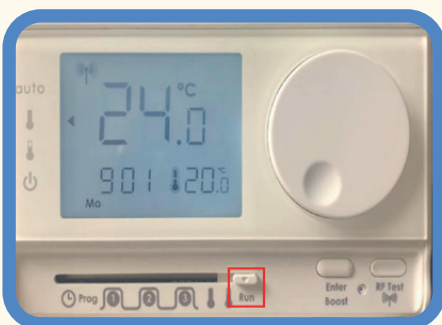
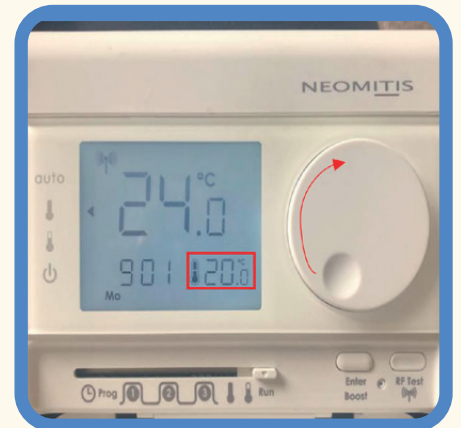


If your device looks like the one above, follow these steps to change the temperature. The settings for each step are highlighted with a red box.



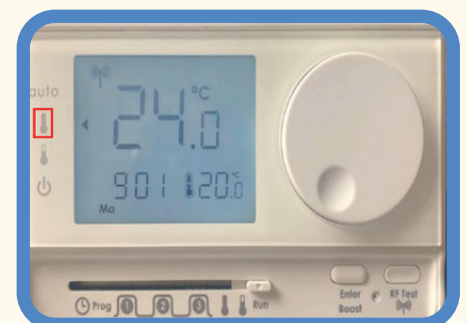
1. Set the temperature for the 'comfort' setting by using the slider at the bottom of the device and moving it above the temperature icon.

2. Use the dial to change the temperature (the temperature should be flashing on screen)



3. Use the plus and minus buttons to set the temperature you want (this will show above the large temperature number).

4. You can then use the slider on the left-hand side of the device to line up next to the icon on the left of the screen.



# Going away for long periods

## Suggested settings for going away

### EPH Thermostat & Honeywell Thermostat

Now everything is set, you can leave your thermostat this way all the time. This is how to use your heating most efficiently. If your energy bills are too high, you can try changing to a lower temperature and keeping it low, or try just lowering the temperature at night or when you are out of the house.

If you are away from home for a long period of time (e.g. a week while you are on holiday) then you can lower the temperature on your thermostat until you get back.

We recommend you don't set it lower than 18°C. This means your home will stay at a warm temperature, reducing the risk of damp and mould and preventing the pipes from freezing up in cold temperatures. It will also stop your system from seizing up and having to use a lot of energy to start up again and reach the right temperature when you get home.

### Neomitis Thermostat

Now everything is set, you can leave your thermostat this way all the time. This is how to use your heating most efficiently. If your energy bills are too high, you can try changing to a lower temperature and keeping it low, or try just lowering the temperature at night or when you are out of the house.

#### Economy setting: Summer and going away

This thermostat also allows you to select an "Economy" setting. This is useful during the summer or when you are away from home for long time (e.g. a week while you are on holiday). This is a setting where you can set a lower target temperature. This means the heat pump won't need to use as much energy during long periods of time where you don't need heating. Do not switch between "Comfort" and "Economy" settings constantly, as this will mean the heat pump needs to use a lot of energy to change the temperature, which will increase your energy bills.

To set the "Economy" temperature, follow the same steps as the "Comfort" setup above, but use the icon instead.

### Reminder

**Do not keep turning the heating system on and off. Leaving the system on will be most energy efficient.**

You will use a lot more energy heating your home by continually turning your heating on and off. This is because the air-source heat pump will need to work hard to get back up to temperature if it is turned off and this will use a lot of energy.

#### If your heating is off

If your central heating system has been turned off, don't worry. Just follow the steps shown in this document to switch it back on.

For more information, you can find useful guides on the internet by searching for your thermostat model.

EPH Programmable Room Thermostat- Combi Pack 4, Honeywell T3R Thermostat, Neomitis RT7RFPLUS Room Thermostat



## Contact us

Telephone: 033 33 55 44 33

Website: [www.tworivershousing.org.uk](http://www.tworivershousing.org.uk)

Email: [customerservices@2rh.org.uk](mailto:customerservices@2rh.org.uk)

If you would like this document in large print or audio CD, please call us.

 [TwoRiversHousing](https://www.facebook.com/TwoRiversHousing)