



Using your air source heat pump

Your home has an air source heat pump installed which controls your heating and hot water supply. This leaflet will tell you how the system operates and how to use it.

What is the box outside my house?

The box is called an air source heat pump, it provides you with heating and hot water.

What are the two pipes at the back of the box?

The pipes go to radiators and the hot water cylinder in your home. These pipes should be well insulated to increase efficiency.

How does an air source heat pump work?

Energy from the outside air and mains electricity are used by the air source heat pump to heat refrigerant to a high temperature, even if it's very cold outside. This heat is then transferred to water which flows through a radiator system to heat your home and delivers hot water to showers, baths and sinks. The way the heat pump works is similar to a refrigerator in reverse. The system should not only save you money on your heating bill but also reduce the amount of carbon released into the environment.

Why do my radiators feel cooler than conventional ones?

Radiators use air convection to get the heat into the rooms and will be much cooler to touch. The radiators are generally bigger than radiators used in gas systems and have been sized to heat the space to recommended heat levels.

Low flow temperatures means it takes longer to heat up than conventional systems, so longer running periods may be required, but this will be more efficient than short bursts of high temperature. This does mean that if you let your home get cold by leaving windows and doors open it might take slightly longer to heat back up again than a conventional heating system.

Do not cover your radiators with drying clothes; they need circulating air to heat up your home.

How do I get hot water?

The air source system uses a hot water cylinder located in an airing cupboard; this will be large enough to deliver a full day's worth of hot water. The system is automatically designed to heat up your hot water if it gets low, but you need to decide when is best to have your water heated each day.

The best time to heat your water is normally overnight, when you may be able to take advantage of cheaper electricity and have less need to heat your home. The suggested time is between 3am and 4.30am.

Fitted to your cylinder is an immersion heater which is there to disinfect your cylinder. This will have been set up by the installer and should be set to come on for a short period of time automatically.

How do I control the hot water and heating?

The programmable room thermostat regulates the temperature of the system and helps to maintain it to a desired temperature. It does this by switching the heating on or off and regulates the flow of the water as needed, to maintain the correct temperature.

Depending on the property and your lifestyle, the time clock pattern will need to be adjusted. If you are out of the property for most of the day and do not require heating at night, you may want to have the heating come on in the morning and evening. The recommended temperature for a living room is 21°C and 18°C for a bedroom.

However, if you are in most of the day and prefer to keep the house warm at night it should be more economical to actually leave the heating on continuously and let your thermostat manage the temperature. The suggested temperature for during night time hours is 16-18°C. This ensures your house temperature stays at a comfortable level.

The heating pattern is individual to each property and it may take a few weeks to get it just right for you, but do be aware that if you set your thermostat extremely high or have the timed programmer to turn off and on continuously during the day, your electricity bills may be higher than is necessary.

The radiators in your home will be fitted with thermostatic radiator valves which can be used to raise or lower the temperature of each room by turning them up or down. This makes it easier for you to get each room to a temperature that is comfortable for you.

If you do not have a copy of the thermostat user guide, please contact Colne who will supply you with a copy.

What is defrost mode?

During cold periods the air source heat pump will switch into a defrost mode occasionally, this is to stop the system freezing in extreme temperatures. At this point the air source heat pump will stop producing hot water for inside the dwelling. A complete cycle will take less than three minutes. During this process steam may rise from the outdoor unit. This is a perfectly normal process, it is an automatic procedure.

Why is an annual service required?

Servicing the air source heat pump annually will ensure the safe working and efficiency of the system. Colne's appointed contractor will carry out the service, they will attempt to contact you eight weeks prior to due date to book an appointment.

Thermostat temperature tips

Set the room thermostat to 18°C and then turn it up by one degree each day until you find a temperature you're comfortable with. Note that the temperature shouldn't drop below 16°C for elderly people and those with impaired mobility.

Room thermostats need a free flow of air to sense the temperature accurately – they must not be covered by curtains or blocked by furniture. Nearby electric fires, televisions or lamps could also stop them from working properly.

What maintenance is required?

The air source heat pump unit sits outside, completely weatherproof and requires very little maintenance other than ensuring it is not covered up and any leaves/dirt do not build up at the front and back of the unit.

What if the air source system stops working?

If you experience any issues with the air source system you can contact Aaron Services, Colne's contractor, on 01473 835163 and they will arrange an appointment for repair.

If the air source system was installed less than one year ago, please call the original installer using the contact details they provided you with, or call Colne's Customer Services team on 01206 244700.



We will make every effort to provide information in alternative formats on request, including audio, large print and translations.

Colne

Digby House, Riverside Office Centre,
Causton Road, Colchester, Essex CO1 1RJ

Tel: **01206 244700**

Fax: **01206 760403**

Text: **07539 114114**

E-mail: **info@colnehousing.co.uk**

Website: **www.colnehousing.co.uk**

Registered with the Homes and Communities Agency (LH1651) and under the Co-operative and Community Benefit Societies Act 2014 (20799R) with exempt charitable status.

Reviewed March 2015
CHS41