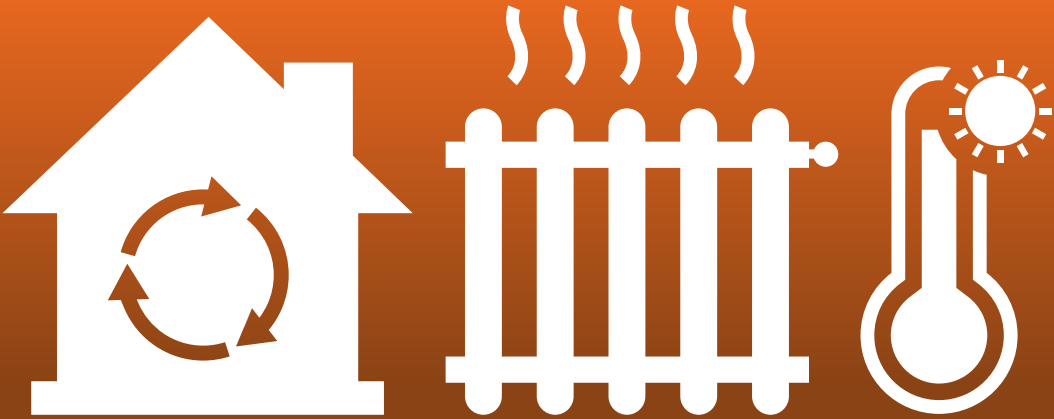


AIR TO WATER PUMP INSTRUCTIONS



WEATHER

The heat pump measures the outdoor temperature and adjusts the temperature of water being fed to the heating system

The warmer it is outside, the higher the efficiency of the heat pump

AVERAGE HOUSE TEMPERATURE

The heating system is designed to maintain the property at 21°C for living areas, and 18°C for bedrooms

It is recommended that the target room temperature is set at no more than 21°C in living rooms and 18°C in bedrooms

The temperature in the house can be adjusted by using the room thermostats provided

ROOM THERMOSTATS

Adjust the room thermostat to your preferred temperature
(avoid settings above 21°C as this will increase the running cost)

The room temperature can be increased or decreased using the temperature adjustment buttons on the thermostat

Your room thermostat should be set to "Auto"

THERMOSTATIC RADIATOR VALVES (TRVS)

It is good practice with radiators to use the thermostatic radiator valves (TRV5) to control the heat output from individual radiators.

HOT WATER

The hot water temperature has been set during commissioning to between 42°C and 48°C

The Hot Water "DHW" boost button, can be used if demand for hot water is high.
The boost function activates the electric immersion within the hot water tank and may have an effect on the running costs

LEAVING WINDOWS/DOORS OPEN

When leaving windows and doors open, room temperatures will fall below the set temperature

This causes the heat pump to run on a higher load to react to heat which is lost.
This will increase the running cost of your heat pump.

OBSTRUCTING/REDUCING AIR PASSAGES OF THE HEAT PUMP

Heat pumps needs air flow to work effectively

By blocking the air passage, you will prevent the heat pump from running effectively and can cause serious damage

Furthermore, always ensure that nothing is left resting on the heat pump

COMMON QUESTIONS AND ANSWERS

HOW DO I RAISE/LOWER THE TEMPERATURE IN THE HOUSE?

To increase/lower the temperature in the house, simply raise/lower the temperature setting on each room thermostat. We recommend raising/lowering the temperature of the room thermostats by increments of 1°C when fine tuning the temperature. Once selected, the heat pump will maintain the desired temperature thereafter.

MY HOT WATER IS NOT HOT ENOUGH?

See “Hot Water” section on previous page

MY HOUSE HAS DROPPED IN TEMPERATURE?

1. Check if any windows/doors are open. If so, close them.
2. Ensure that your room thermostat has not been turned down.
3. Verify that radiators are not covered by curtains or other items.
4. Check the controller to ensure that there is no red light. If there is a red light on the controller, you should press the ON button for 3 seconds. Press the ON button again until the light goes green.

HOW DO I TURN OFF MY HEATING DURING THE SUMMER MONTHS?

Simply lower/turn off the room thermostats. As winter months approach, it is recommended to increase the temperature increments of 1°C until the desired temperature is reached

MY HOUSE IS TOO WARM?

Reduce the temperature setting on your room thermostats by increments of 1°C until the desired temperature is achieved.

SHOULD I TURN OFF THE HEAT PUMP WHEN I GO TO WORK?

No. Your heat pump is designed to maintain the temperature of the house throughout the day delivering the highest efficiency.

I AM GOING ON HOLIDAY. WHAT SHOULD I DO?

When going on holiday, we recommend turning the temperature 15°C by adjusting the room thermostats. It is more efficient to maintain the temperature of the house. This also ensures quicker recovery time for heating when you return.

THERE IS A RED LIGHT ON MY CONTROLLER?

If there is a red light on your controller, you should try to reset it. Press the ON button for 3 seconds and press it again.

ICE OR CONDENSATE AROUND THE HEAT PUMP?

Air source heat pumps will naturally ice up during the lower temperatures, but the heat pump will perform its own defrost cycle and melt the ice. Any water from the defrost cycle will be safely removed to a soakaway or drain.

HOW DO I MAKE A REPAIR REQUEST?

You can report a maintenance request, by logging the request through Housing Online: hol.sdblincoco.ie Details of how to register for Housing Online can be found on the Council's website at SDCC Maintenance and Repairs. If you are an elderly tenant, JAM card holder or person who requires assistance, you can call 01 4149000 to report your maintenance request. All other requests for maintenance works, must be logged through Housing Online

HOUSING MAINTENANCE SECTION CONTACT DETAILS

To register a maintenance request
please visit: **hol.sdublincoco.ie**

Phone: 01 414 9000

Emergency out of hours: (01) 457 4907

Website: www.southdublin.ie



Opening hours:
Mon – Thurs 9.00am to 5.00pm
Friday 9.00am to 4.30pm