

# How to use your heat pump



## Repairs Service

For general advice:

 0117 922 2200 (Option one)

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This factsheet gives a brief explanation of how your heat pump works and how you can control the temperature of your home.

The system has been set to give you all the hot water you need. You don't need to touch the control unit, especially as this could cause the system to stop working.



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## How does my Heat Pump System work?

### What makes up my heat pump system?

Your heat pump system consists of three main elements. These are

- Heat pump.
- Cylinder.
- Controller.

Some homes also have:

- Hydrobox.
- Solar panels and solar controller.



### Heat Pump

The heat pump is located on an outside wall and is powered by electricity. It works by drawing in the outside air, extracting the heat and then boosting this level of heat to create a higher temperature. This is then used to heat water for your radiators, sinks, bath and shower (if you have one).

It works automatically, even when the outside temperature is below freezing, so you don't need to do anything. When the heat has been extracted cold air will be blown back outside from the front of the unit.

When the unit is on you may notice steam coming from the unit, on very cold days ice may build up. The unit contains a frost prevention system which will cause the ice to melt and water will run off. Both are quite normal.

If the unit is blocked by leaves or you put anything against it this could damage it or stop it working properly. We will therefore check it often.

## Cylinder

Hot water is stored in a cylinder, usually at 50 degrees centigrade.

This is warm enough if you want to have a bath, shower or wash your dishes.

Your system has been set up to heat the water in the cylinder at a time when it is cheapest.

The cylinder contains a small immersion heater.

Once a week, normally on a Friday at 11pm, it will heat the water to 65 degrees centigrade. This is to kill any legionella bacteria.



## Controller

Although the system comes with a controller please do not touch it. This could cause the system to stop working.



## Hydrobox

On some systems there is a hydrobox. Found below the cylinder it helps to circulate hot water around your radiators and to your cylinders.

## Solar panels and solar controller

Some homes also have solar panels, which collect energy from the sun. This in turn is used to create hot water, rather than using the heat pump. The system has a solar controller which switches between the two.

## How can I control my heating?

### Programmable thermostat

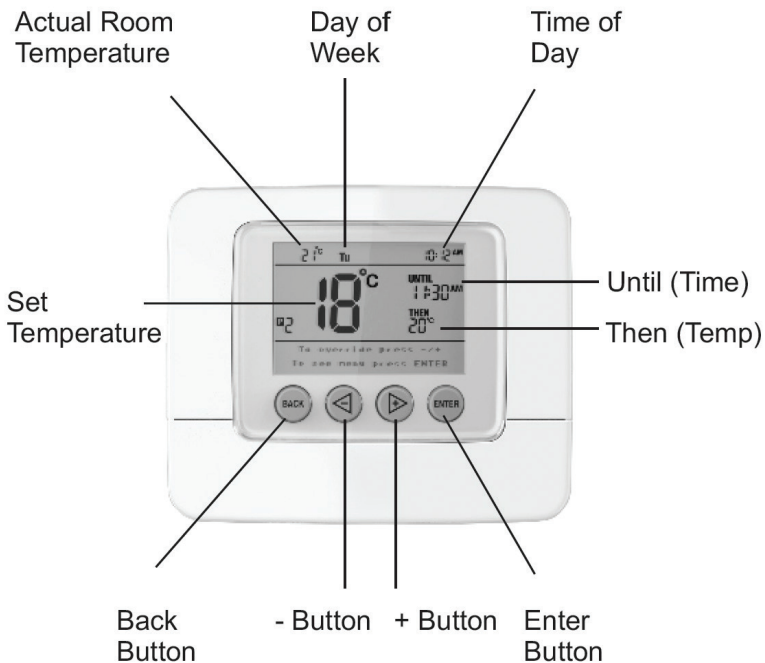
In most cases your home has a programmable thermostat. This allows you not only to choose what times you want your heating to be on but what temperature it should reach while it is on.

We fit as standard the Horstmann C Stat B.

You can find full instructions for this thermostat and previous models on our website [www.bristol.gov.uk/councilhousingpublications](http://www.bristol.gov.uk/councilhousingpublications)



### The parts of the programmable thermostat



Actual room temperature	Actual temperature of your home
Set temperature	Temperature your home will reach. When reached your heating will switch off.
Until (time)	This is the time the next temperature setting will operate.
Then (temp)	This is the temperature setting that will next operate.
Day of the week	Day of the week
Time of day	Current time of day

## How can I set the temperature?

We recommend you set the temperature to between 18 and 21 degrees. Anything more than this will greatly increase your fuel bills. To find the right temperature for you, start at 18 degrees and increase the temperature by one degree each day until you are comfortable.

Moving the Thermostat will not affect how quickly your home heats up or cools down.

### To temporarily change the temperature you'd like your home to reach

- Press the + or – buttons until you reach the temperature you'd like your home to be.

### To permanently change the temperature you'd like your home to reach

- Press the + or – buttons to adjust the temperature.
- Press **ENTER**.

- On the display the time under **UNTIL** will flash. Press the + repeatedly until **HOLD** appears on the display.
- Press **ENTER**.
- A message will appear: Temperature set until manual release.

## How can I set the time my heating comes on and off

The time at which your heating comes on and off (up to six times in one day) should have been set with you when the programmable thermostat was installed.

If you need to change the settings, or you are a new tenant you can set when your heating comes on and off for each period by:

- Press **ENTER** three times.
- Time/Temperature setting P1 will flash.
- Press + or – to choose the period you want to set (P1, P2, P3, P4, P5, P6)
- Press **ENTER**.
- On the display Temperature will flash. Press + or – to choose the temperature you want your home to reach.
- Press **ENTER**.
- The **START** time will flash. Press + or – to choose what hour your heating with come on.
- Press **ENTER**.
- Press + or – to adjust the minutes.
- Press **ENTER**.
- P2 will now flash. Follow the above steps until you have set all 6 periods.
- Press **BACK**.

If you only want two temperature settings in a day P3 to P6 should be set to the same time and temperature as P2.

## What if I go on holiday?

The thermostat contains a handy holiday programme, which you can use when you go away.

- Press **ENTER** twice.
- Press + or – until the **HOLIDAY** option appears on the display.
- Press **ENTER**.
- The **START** date will now flash.
- Press + or – to adjust the date you are going on holiday. Press **ENTER** to change between Day, Month and Year.
- The **BACK** date will now flash.
- Press + or – to adjust the date you will return. Press **ENTER** to change between Day, Month and Year.
- The Holiday Programme is now set.

## How can I control the temperature of my rooms?

### What are Thermostatic Radiator Valves?

Thermostatic Radiator Valves allow you to vary the temperature of different rooms. They work like a thermostat by sensing air temperature, turning the radiator on and off, when the temperature has been reached.





## How can I adjust them?

The TRV we fit has settings from \* to 6. By turning the valve up or down you can adjust the temperature your room will reach as follows:

Setting	°C	°F
*	7.1 to 9.1	44.6 to 48.2
1	11.1 to 13.1	51.8 to 55.4
2	15 to 17	59 to 62.6
3	19 to 21.01	66.2 to 69.8
4	22.9 to 24.9	71.6 to 77
5	26.8 to 28.8	78.8 to 82.4
6	30.8 to 32.8	86 to 89.6

Turn the valve to the setting that keeps the room at a comfortable temperature for you.

### What if I need more hot water?

You should have enough hot water. If not please contact our Repairs and Maintenance Service on **0117 922 2200 (Option one)**. We can then arrange for one of our qualified engineers to visit you and adjust your system.

### Energy Advice

The following guidance is from the Energy Saving Trust and the Home Energy Team at the Centre for Sustainable Energy in Bristol.

### Introduction

Giving your home a bit of love is important. Did you know there are a number of no-cost and low-cost things you can do around

your home to save money and energy? From some simple changes to the way you use energy in your home to getting the best out of your energy supplier.

## Tips for lower energy bills

### Turn down and switch off

- Always turn off the lights when you leave a room and at night. If you want to light a child's room or a landing, use a low-wattage night light.
- Don't leave appliances such as TVs and stereos on standby and remember not to leave appliances on charge unnecessarily.
- Switch off your computer and monitor when they're not being used.
- Catch 'em young: encourage your children to switch off electric toys and lights that they're not using. They'll soon get the hang of saving energy.

### Cooking

- Only boil as much water as you need to, but remember to cover the metal element at the base.
- Use the kettle to boil water for cooking, instead of heating a pan on the stove. This is more efficient and takes less time too!
- When cooking choose the right sized pan for the food and the cooker, cut food into smaller pieces and put lids on pans as the food will then cook a lot quicker.

- If you are defrosting food, or just warming things up, then microwave ovens are ideal as they use much less electricity than conventional ovens.
- Use a toaster rather than a grill for making toast.

### **Good housekeeping**

- Fit draught excluders to your front door, letter box and key hole, and draw your curtains at dusk to keep the heat in.
- Recycle anything you are able to, such as newspapers, bottle and cans. Recycling saves energy. Elements in kettles and washing machines that are coated with limescale are inefficient and use more energy. To remove limescale leave a cup full of vinegar in your kettle overnight.
- Replace your light bulbs with energy saving recommended ones: just one can reduce your lighting costs by up to £100 over the lifetime of the bulb, and they last up to 12 times longer than ordinary light bulbs. Seal up any draughts in doors and windows using draught excluders. For small draughts use stick on draft excluding tape, available from most DIY stores.
- Put aluminium foil behind any radiators fitted to outside walls (with the shiny side facing the radiator). Ordinary kitchen foil will do, or you can buy specially designed panels from DIY stores.

### **Hot water**

- A dripping hot water tap wastes energy and in one week wastes enough hot water to fill half a bath, so fix leaking taps and make sure they're fully turned off!

### **Fridges and freezers**

- Let hot food cool down before putting it in the fridge or freezer.

- Don't leave the door open for longer than necessary as cold air escapes.
- Defrost your freezer regularly to keep it running efficiently and cheaply as those filled with frost work harder to stay cold.
- Keep your fridge and freezer well stocked as they need less energy than empty ones.
- If your freezer frosts up quickly, check the door seals.
- Replace an old fridge freezer with a modern 'A' rated one which will use two and a half times less energy.

You can find more energy saving advice online at [www.cse.org.uk/loveyourhome](http://www.cse.org.uk/loveyourhome)

## Getting the best from your energy supplier

Whoever you buy your electricity from, you need to make sure you are getting a good deal.

### 1) Are you on the best tariff?

If your existing fuel supplier hasn't put you on the cheapest option (or 'tariff') you may be paying more than you need to for your electricity. You can phone them to check; the number will be shown on your fuel bill.

### 2) Paying by monthly direct debit

Energy companies prefer customers to pay a fixed amount each month and will offer discounts of 5-10% to customers who do this. If you're not currently paying by direct debit, it may be worth doing so. If the amount you chose to pay by direct debit is not enough to cover the bill, or if you are being charged too much, you can call your supplier and request that the amount you pay is changed.

### 3) Switch to an internet tariff

This can save you another 10%. The only thing that will change is that you will get your bill by email.

### 4) Do a meter reading every time

Every time you receive a bill, check your meter. Most bills are based on estimates, and these are often inaccurate. If your supplier has under-estimated, you'll have to pay the difference at the end of the year. If they have overestimated, you'll get refunded, but not for several months.

### 5) Avoid pre-payment meters if you can

Some people like pre-payment meters because they do make budgeting easy. But pre-payment customers don't benefit from direct-debit discounts, online discounts or prompt-payment discounts. So it usually pays to switch to a billed meter, though there may be a charge to do this.

## Get in touch

If you have a question about saving energy, or you want further information please contact the Home Energy Team at the Centre for Sustainable Energy by:

**Telephone:** 0800 082 2234 (free from a landline)

**Telephone:** 0117 934 1957 (cheaper from a mobile)

**Email:** [home.energy@cse.org.uk](mailto:home.energy@cse.org.uk)

You can also find them on Facebook and Twitter

[www.facebook.com/energysavingadvice](http://www.facebook.com/energysavingadvice)

[www.twitter.com/cse\\_homeenergy](http://www.twitter.com/cse_homeenergy)

## Complaints, comments or compliments

Bristol City Council is committed to providing a high quality service to all its' customers and welcomes your feedback. You can do this by submitting a complaint, comment or compliment, about the services you have received.

If you wish to do this you can complete our online form at [www.bristol.gov.uk/faircomment](http://www.bristol.gov.uk/faircomment) You can also obtain a Fair Comment leaflet from any Customer Service Point or by contacting our Customer Services Centre.

## How to contact us

If you need to contact the **Repairs and Maintenance Service** details are set out below.

<b>General enquiries:</b>	0117 922 2200 (Option one)
<b>Textphone:</b>	0117 357 4444
<b>Fax:</b>	0117 922 2011
<b>By Post:</b>	Repairs, PO Box 595, Bristol BS99 2AW
<b>By Email:</b>	<a href="mailto:repairorders@bristol.gov.uk">repairorders@bristol.gov.uk</a>
<b>By Internet:</b>	<a href="http://www.bristol.gov.uk/repairs">www.bristol.gov.uk/repairs</a>

## Customer Service Points

If you would like to see someone in person you can visit any Customer Service Point. Please note opening hours are Monday, Tuesday and Thursday from 9am to 5pm, Wednesday 10.30am to 5pm and Friday 9am to 4.30pm. Extended opening times are available at Phoenix Court, please telephone **0117 922 2200** to check.

<b>Fishponds</b> Robinson House Hockeys Lane Fishponds Bristol BS16 3HL	<b>Southmead</b> Southmead House Greystoke Avenue Southmead Bristol BS10 6BQ
<b>Hartcliffe</b> Symes House Peterson Square Hartcliffe Bristol BS13 0BD	<b>Central Bristol</b> Phoenix Court, Bond Street South Bristol BS1 3PH
<b>Lawrence Weston</b> Ridingleaze House, Lawrence Weston, Bristol BS11 0QE	<b>Out of hours emergencies</b> Tel: 0117 922 2050 Textphone: 0117 922 3892 Fax: 0117 922 2379

If you are unsure which team you need or you have a customers' service related enquiry you can email:

**[customer.servicepoints@bristol.gov.uk](mailto:customer.servicepoints@bristol.gov.uk)**

## Translations

If English is not your first language and you need a translation, we can get one for you.

### Bengali

ইংরেজী আপনার মাতৃভাষা না হলে এবং আপনার কোন অনুবাদের প্রয়োজন হলে আমরা তা প্রদান করতে সক্ষম।

### Chinese

如果英文不是您的第一語言，而您需要翻譯的話，我們可以為您安排。

### Gujarati

જો તમારી પહેલી ભાષા અંગ્રેજી ન હોય અને તમને ભાષાંતરની જરૂર હોય તો અમે તમને તે આપી શકીએ છીએ.

### Hindi

यदि अंग्रेज़ी आप की पहली भाषा नहीं है और आप को अनुवाद की आवश्यकता है तो यह हम आप को प्रदान कर सकते हैं।

### Kurdish

Heke îngilîzî zimanê we yê yekem nîne û pêwîstîya we bi wergêr heye, em dikarin yekî ji we re bibînin

### Kosovan

Nëse anglishtja nuk është gjuha juaj amtare dhe keni nevojë për një përkthim, ne mund t'ua sigurojmë atë.

### Polish

Jeżeli język angielski nie jest Twoim językiem ojczystym i wymagasz tłumaczenia, możemy to zapewnić.

### Portuguese

Se o Inglês não é a sua língua materna e precisa de uma tradução, nós podemos obtê-la.

### Punjabi

ਜੇਕਰ ਇੰਗਲਿਸ਼ ਤੁਹਾਡੀ ਪਹਿਲੀ ਭਾਸ਼ਾ ਨਹੀਂ ਅਤੇ ਤੁਹਾਨੂੰ ਦੁਬਾਰੀਏ ਦੀ ਜ਼ਰੂਰਤ ਹੈ ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਅਸੀਂ ਇਸਦਾ ਪ੍ਰਬੰਧ ਕਰ ਸਕਦੇ ਹਾਂ।

### Somali

Haddii Ingiriisku aanu ahayn afkaaga kowaad oo aad u baahan tahay turjumaad, annaga kuu samayn karra.

### Urdu

اگر انگریزی آپ کی پہلی زبان نہیں ہے اور آپ کو ترجمہ کی ضرورت ہے تو ہم آپ کے لئے فراہم کر سکتے ہیں۔

### Vietnamese

Nếu quý vị không thạo Anh văn và cần bản dịch, chúng tôi sẽ giúp quý vị một bản.

If you would like this information in a different format, for example, braille, audio tape, large print or computer disk please contact us using the details provided in the booklet.

