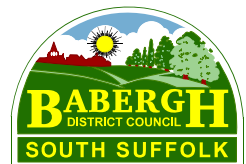


Heat Pumps

A guide for tenants

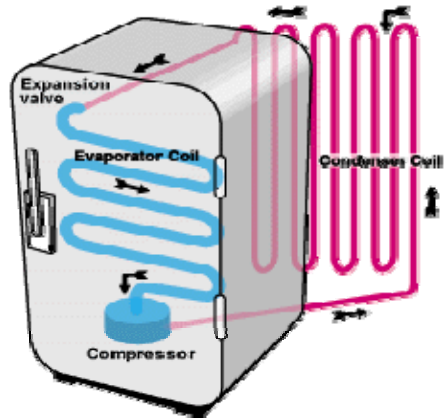


Your heating system

General

The property that you occupy has been furnished with the latest type of heating technology, it is called an **Air to Water Heat Pump**.

This operates very similar to your refrigerator, if you feel the back of your fridge you will notice it is rather warm compared to the temp in the fridge itself. The type of heating you have works very much on this principle. Imagine if you can the fridge being your house and you lived inside it.



Obviously it will be cold, but if we reversed the pipework of the fridge so that the warm pipes that were on the back of the fridge were now inside and the cold pipes that were on the inside put on the outside, instead of living in a fridge you would be in an oven. The heat pump works in much the same way but also scavenges additional heat from the outside air and adds it to the property even though the outside air may drop to -4°C there is still useful heat (cool heat in this case) that the heat pump system can use.

The system is far more efficient than storage heaters and oil central heating systems.

The running costs are (conservatively) about 25% lower than these systems.

The components of your system



Outside unit - This extracts useful heat from the air outside and transfers it to the refrigerant and pumps it to the inside boiler unit

Inside boiler unit – The inside unit is your boiler, this extracts the heat from the refrigerant and puts it in the radiators and hot water cylinder.

Controls – The controller allows you to bring on heating or hot water when you require them.

Room stat – You have a room thermostat installed so if you wish you can control your heating this way i.e. set your heating to 'On' and the thermostat will control the room temperature to your desired setting. Use this method if you require a constant temperature. You can set it lower for the night when you go to bed.

Radiators – These are standard radiators you would find in any conventional heating system, each radiator has a thermostatic valve fitted so you can control each room temperature.

Hot water Tank – This holds all your hot water and is heated by the heat pump and or by the immersion heater(see operation below).

Operation

The system runs exactly the same way as a conventional oil or gas central heating system using standard domestic controls, radiators and hot water cylinder. You have single control point for the system so you can have your hot water on separately from your heating.

The heat pump can only heat water in the system to reach a max temp of 55° C, so if you require hot water from your taps to be hotter the backup immersion heater will provide this top up to 60°C.

Heat Pumps

You can set your immersion to work in three ways by way of the switch on the control box next to your hot water tank

- **Manual** – The immersion heater is always on. You would only use this function if there was a problem with the heat pump.
- **Normal** – In this mode the immersion heater heats the water from 55°C to 60°C. Provides a top up of 5°C (you may not require this).
- **Off** – In this mode the immersion is off.

Snow / obstructions

As the heating system requires outside air flow over the outside fan unit there is a need to keep the unit clear of obstructions ie. don't lean a fence panel against it.

It is always a possibility that we will have heavy snow fall in the future. If this happens it is essential that the outside unit is kept clear of blockage. Please brush away snow from the unit to keep the unit working.

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