

Air Source Heat Pump

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New User's Guide

This guide is for tenants moving into properties with an Air Source Heat Pump Central Heating and hot water systems.

It contains simple instructions for getting the best use and value from your Air Source Heat Pump (ASHP) and explains how the heating and hot water system work.

Your ASHP has been installed by BSW Building Services on behalf of Lewes District Council. BSW will service the ASHP every year to

ensure it is in good running order. You must allow BSW access to do this.

BSW Building
Services Ltd:
01444 831138



New tenants should call BSW for help with setting up the system.

If you have any problems with your ASHP, please contact BSW.

How an Air Source Heat Pump works

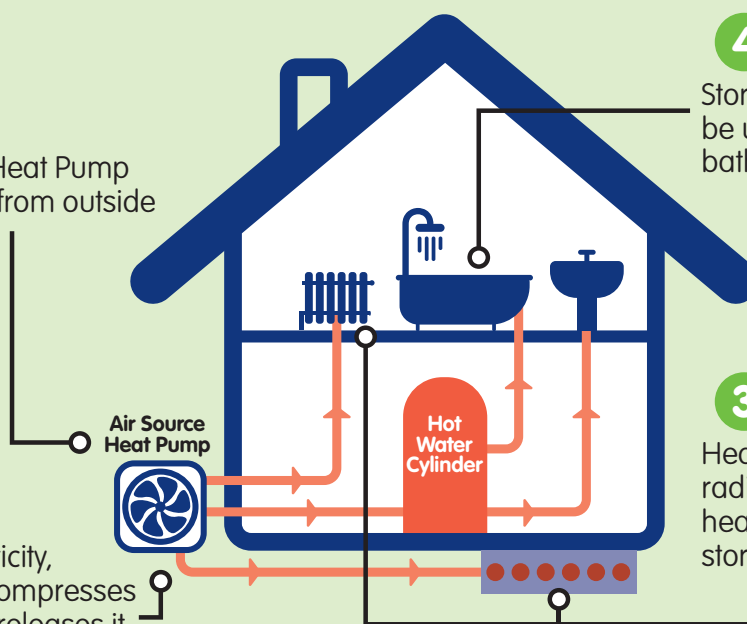
An Air Source Heat Pump looks like an air conditioning unit and is installed outside of the property. It takes heat from the air and boosts it to a higher temperature using a compressor. It then transfers the heat to generate heating

and hot water. The heat is sent to radiators for central heating and to a hot water cylinder for hot water.

ASHPs do not produce any greenhouse gases or harmful emissions

1
Air Source Heat Pump takes in air from outside

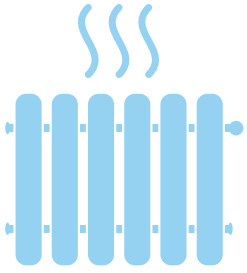
2
Using electricity, the pump compresses the air and releases it at a higher temperature



4
Stored hot water can be used for showers, baths and taps

3
Heat is then sent to the radiators and/or underfloor heating – the remainder is stored in a hot water cylinder

Please note, many properties have electric showers, not heated by the ASHP.

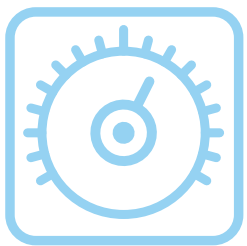


Central Heating

Used correctly Air Source Heat Pumps cost the same or less than other heating options. To get the best value for money from your

ASHP system, follow these instructions:

- Keep the system on at all times.
- Manually switching the system on and off increases costs. As this system takes a longer time to reach the desired temperature, it is important to maintain warmth and a constant temperature. Turning the system off will also stop the hot water from being heated.
- BSW can help you set up your personal settings on the thermostat.

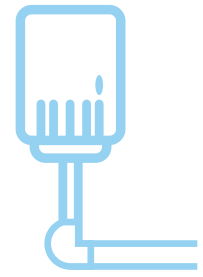


Control Panel and Thermostat

Once set up, all you need to do is control the temperature.

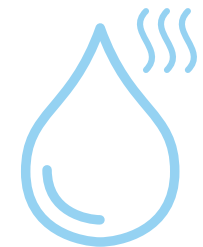
- The thermostat is usually located on the control panel, which in some homes is in the hallway or lounge or with other systems is on the front of the cylinder.
- A daytime temperature of 21°C is recommended. This can be lowered at night to 18°C.
- In newer models the temperature is changed with up and down arrows. In older models the second button from the left turns the temperature down and the third button turns the temperature up.
- The heating warms up slowly, so maintaining a constant temperature is most efficient.
- If you go on holiday, turn the temperature down.

Radiator Controls



- For rooms that require a lower temperature use the dials on the radiators. You may like to keep your bedroom radiators on 3, and living rooms set to 5 or 6.
- Keeping radiators at a medium setting helps maintain a constant temperature.
- The radiators will not get hot as they do with gas central heating. This is normal with ASHP central heating. They are working and providing warmth

Hot Water



- The central heating and hot water heating cannot run at the same time.
- BSW can help you programme the system to provide hot water in a way that has least impact on your heating.

Cold Weather Use



- The system is designed to be used in all weather conditions and can provide heating in temperatures as low as -5°C.
- During the winter months, keep the heating at a low constant e.g., 21°C. The system will turn on and off on its own to maintain the temperature.
- If the house temperature is lowered too much it will take more energy for the system to reach the higher temperature.

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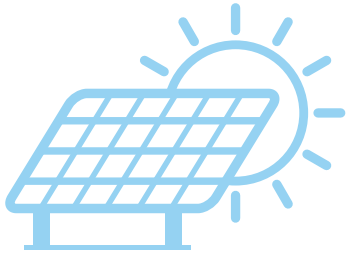
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Energy Supply and Tariffs



- The best energy tariff for this system is a low daytime tariff.
- For homes with roof mounted Solar PV, check with your energy supplier



for the best tariff. The solar panels provide electricity to the property during daylight hours.

- ASHPs do not use fossil fuels. A

genuine green energy tariff will reduce your household carbon footprint even further.

- Citizens Advice provides an independent price comparison site and information on switching providers.

<https://energycompare.citizensadvice.org.uk>

Phone: **03454 04 05 06**

- To make sure you get the best deal, you'll need to have information on your current supplier, tariff and the amount of energy you use, your postcode and how you currently pay.

Like any form of heating, the ASHP system will work best in a well-insulated home. If there are any problems with draughty doors or windows, please contact repairs:

Lewes: **01273 471600**

Eastbourne: **01323 410000**

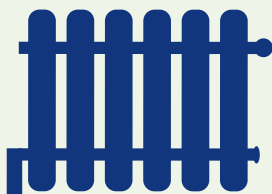
Or visit the website:

www.lewes-eastbourne.gov.uk/housing/repairs-and-adaptations-for-council-properties/

Key differences of ASHP systems compared to other forms of heating



- An ASHP central heating and hot water system may take a little while to get used to.
- ASHP systems use radiators to create an ambient temperature by heating the air in the house, and radiators have been sized accordingly.
- Radiators will be warm, they will not get hot. It is best not to cover them with large items of furniture and you should not rely on them to dry clothes.
- The central heating will not run while the hot water is being heated.
- An ASHP system needs to be suitably programmed according to your lifestyle and preferably kept on all the time to work efficiently.
- The fan on the external unit will turn on and off. When it is off, the system is still working.
- Do not place items on the outside units or cages and keep them free from weeds and brambles if they are situated in your garden.
- Cool air is emitted from the outside unit.



10 Energy and Money-Saving Tips

- 1 Close your curtains at dusk to stop heat escaping through the windows and check for draughts around windows and doors.
- 2 Turn off the lights when you leave a room.
- 3 Don't leave appliances on standby and remember not to leave laptops and mobile phones on charge unnecessarily.
- 4 If possible, fill up the washing machine, tumble dryer or dishwasher: one full load uses less energy than two half loads.
- 5 Only boil as much water as you need when putting your kettle on
- 6 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!
- 7 Use energy saving LED light bulbs. They last up to 10 times longer than ordinary bulbs, and using one can save you around £50 over the lifetime of the bulb.
- 8 In the UK we throw away over 650 million batteries every year, polluting the soil and filling landfill sites. Rechargeable batteries save energy and the slightly higher cost is recovered in the first five charges. Recharging costs are also minimal.
- 9 Use a bowl to wash up in, rather than a running tap, and save £25 a year in energy bills.
- 10 Use an energy comparison site to check that you are on the cheapest energy tariff, this includes prepayment customers.

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