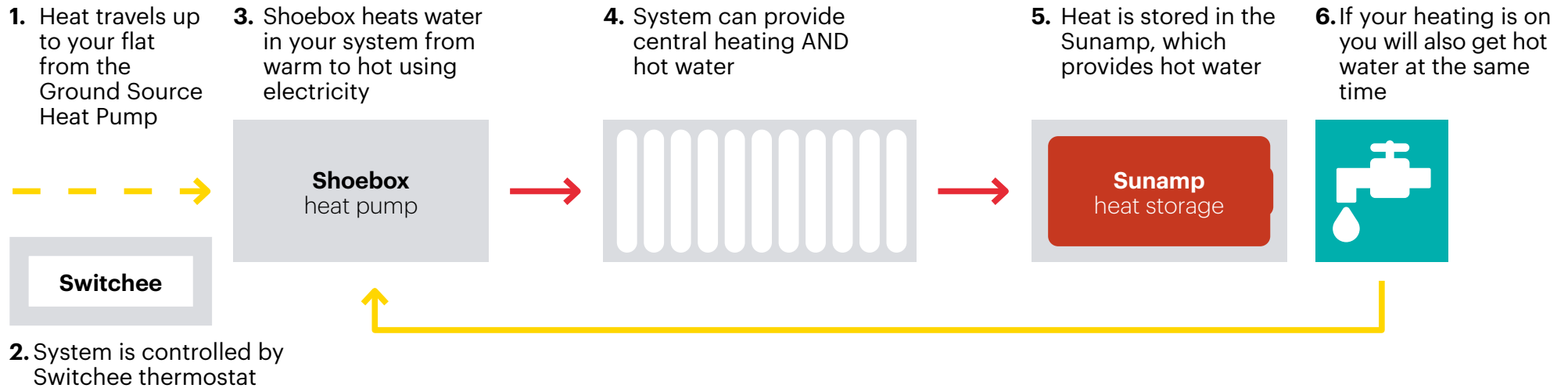


A guide to using your heating system

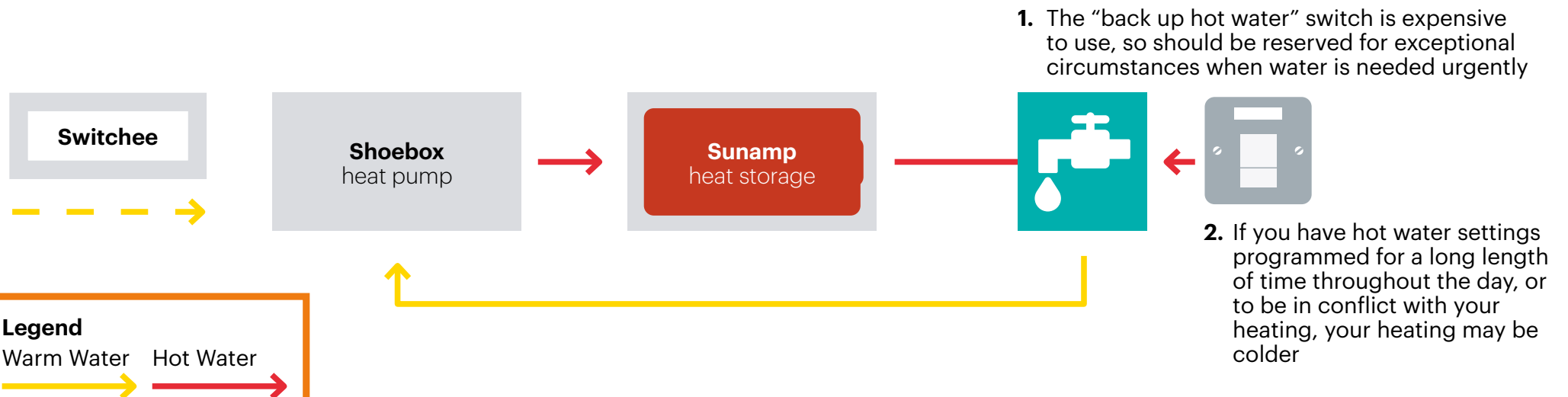


How your heating system works

Heating and hot water



Just hot water



How it differs from conventional heating system

There is now no gas connection in your home or tower block. Removing gas makes the tower block a safer place to live. Gas was removed as part of the heating upgrade works in 2020/2021 and replaced with an electric energy efficient heating system, based on heat pumps. As part of the works, sprinklers were also installed in your home.

A heat pump system works differently to a conventional gas combi boiler. Heat is sourced from the ground outside your tower block and electric pumps will deliver the right amount of heat and hot water into your home, exactly when you need it.

Heat pumps are more efficient to run as they take some of your heat from the ground. On average you will get three or four units of heat for every unit of electricity whereas with a combi boiler you would only get around 0.9 units of heat for every unit of gas.

Your home has modern radiators and you can adjust the temperature of each room by using simple controls on the radiators. Do not turn any radiators off or the heating of your home will be affected.

The heating and hot water can be set up to automatically switch on by responding to your thermostat and your Switcher smart heating controls. If the system is completely switched off or the thermostat is turned down to a low temperature it will take longer for the temperature to rise.

It is recommended that you programme your system to a minimum temperature of around 18 degrees so your home will stay at a comfortable temperature and heat up quickly when extra warmth is needed. To help you with this there is a pre-set programme on your Switcher called heat pump that you can select.

Please do not dry wet clothes on the new radiators, block them with furniture or completely turn them off as this will affect the efficiency of the system and make your home feel colder.

Your electricity meter is in a basement metering room. Your home has a second generation smart meter which will talk to your energy supplier for you. You don't need to have access to the meter for readings or to add top ups if you are on a prepayment tariff. If you are on a prepayment tariff, you can usually top up your meter by calling your supplier or going onto their website. Your meter will automatically send your readings to your energy supplier which means you will never receive estimated bills. You can change between a prepayment meter and a credit tariff without having to swap your meter.

You can choose which supplier you would like to supply your electricity. You can find out your current supplier by calling Northern Power Grid on **0800 0111 3332**. If you have just moved into your home, you must:

- Contact the supplier to inform them of your move and ask them to confirm they have a reading for that day from your Smart Meter to open a new account. If you don't contact them, you may be held accountable for any usage that is not yours. You are required to set up a payment method with them.
- Your new supplier will usually put you on their standard tariff to start, this is often their most expensive tariff. You can ask the supplier if you are eligible for the Government's £140 Warm Homes Discount and advise of any support you require that could be provided by signing up to Priority Services Register.
- Now that you have the details you need, such as your new post code, supplier name and plan name, you can ensure you are getting the best deal on your electricity by running an energy price comparison. It is recommended that you use an Ofgem recommended fuel switch company to help you find the best deals and tariffs. A list of these companies can be found on Ofgem's website **www.ofgem.gov.uk**.

The heating system

The following information explains what each part of the heating system is used for.



Switchee (smart thermostat)

The Switchee is a thermostat that controls both your heating and hot water. Please see pages 9 to 11 for further information on how to set up, change or delete your heating and hot water profiles.



If you are asked to reset the Switchee unit, you will find the override unit in the cupboard next to the heat pump. To watch a short video that explains the Switchee unit in further detail, please go www.youtube.com and search 'Switchee residents instructions'.



Sunamp

The Sunamp unit provides hot water in your home. In the event of an emergency situation where you have no hot water, please switch on the back up hot water switch which is located next to the Sunamp unit. When switched on, a red light will appear which indicates your back up hot water is on. Please ensure the switch is turned off once the fault has been fixed, as it is expensive to run your system on this emergency back up hot water switch.



Heat pump

As part of your new heating system, your home has been fitted with a heat pump. The heat pump switch should be left on at all times. On the front of your heat pump you will find a display. If there is a fault with the pump, an error message may appear on the display. The most common error codes are listed below:

Error code	Description
TP	Low water pressure
HP	High pressure
LP	Low pressure
A1	Anti-freeze alarm



General information

Messages from Gentoo via the Switchee device

Gentoo and Switchee can send messages to you that will be displayed on the screen of your Switchee device. The messages will always contain specific information for you or offer you help with your heating programming. A light will flash to let you know there is a message waiting for you, the message will appear as soon as you touch the screen. There will be an option to dismiss the message once you have read it and you can then use the controls as usual.

If you have just moved into your home, the device will be reset by Switchee and a message will be waiting for you to accept the terms and conditions of the Privacy Policy. Once you have read and accepted the Privacy Policy, you will be able to use the controls and set up your own programme. You can also use the pre-set profile that has been designed for your tower block.

Notice

You should have received a copy of Switchee's Privacy Notice. It's available online at www.switchee.co/privacy

Dismiss

Reporting a repair

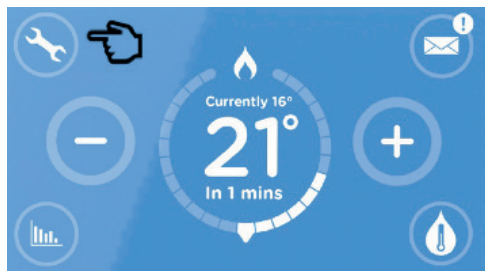
If you are having problems with your Switchee control and thermostat, please call **0800 133 7957**.

If you are having trouble with your heating and/or hot water, please contact Gentoo to report the repair, by either:

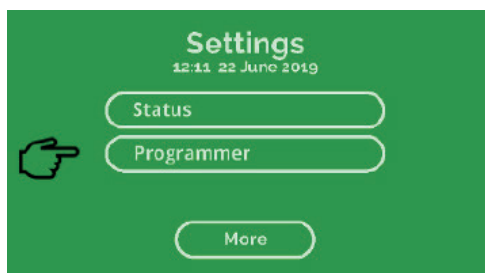
- Logging on to My Gentoo and clicking on '**My repairs**'
- Calling your local area office and pressing 2 to report a repair.

Using your Switchee device

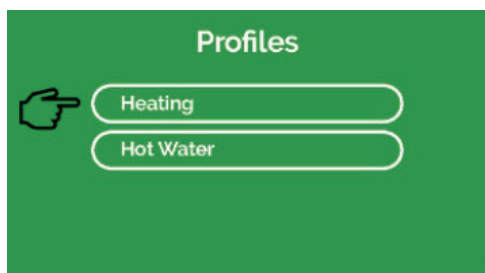
How to programme your heating



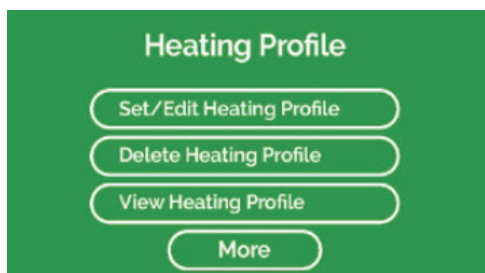
1. Press the display to activate the Switchee unit.
2. Once activated, press the spanner at the top left of the screen to open the settings menu.



3. Press programmer.



4. Press heating to set up a new or amend existing schedule.



5. On the heating profile menu, please press to either, set new, change, view or delete your heating schedule. Selecting more will list the pre-set profiles, such as the pre-set programme on your Switchee called heat pump, tailor-made for use with heat pumps.

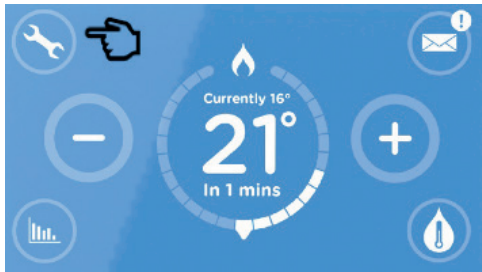
Using your Switchee device

To set up a new or amend heating profile please use the following steps

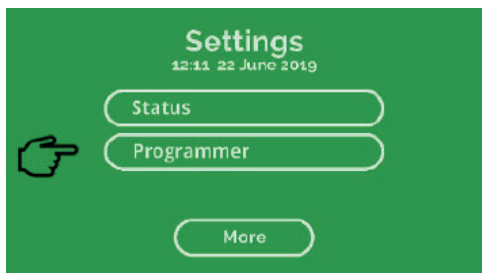


1. Press the day(s) you want to set a heating profile for.
2. Press **ON 1** to set when you first want your heating to come on.
3. Set the temperature by using + or – to reach the temperature you want.
4. Set the time by using + or – until you reach the time you want your heating to come on.
5. Press save.
6. The system will now move to **OFF 1** to allow you to select the time and temperature when you want your heating to go off.
7. **ON 2** and **OFF 2** can be used to set your heating to come on again later in the day.

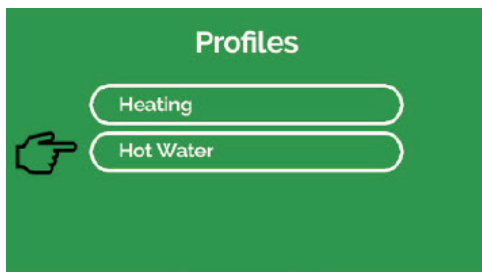
How to programme your hot water



1. Press the display to activate the Switchchee unit.
2. Once activated, press the spanner at the top left of the screen to open the settings menu.



3. Press programmer.



4. Press hot water to set up new or amend existing schedule.



5. On the hot water profile menu, please select to either, set new, change, view or delete your hot water schedule. Selecting more will list the pre-set profiles.
6. Please make sure that your heating and hot water profiles do not overlap for extended periods of time, as this may result in your home being colder.

Using your Switchee device

To set up a new or amend hot water profile please use the following steps

- 1.** Press the day(s) you want to set a hot water profile for.
- 2.** Press **ON 1** to set when you first want your hot water to come on.
- 3.** Set the temperature of the water by using + or – to reach the temperature you want.
- 4.** Set the time by using + or – until you reach the time you want your hot water to come on.
- 5.** Press save.
- 6.** The system will now move to **OFF 1** to allow you to select the time and temperature when you want your hot water to go off.
- 7.** **ON 2** and **OFF 2** can be used to set your hot water to come on again later in the day.

How to set a pre-set heating profile

There are three pre-set heating profiles for you to choose from. If you select a pre-set profile, it will overwrite your existing profile. A message will appear on screen asking if you are sure you want to overwrite your existing profile, please select apply if you wish to change it. Timings and temperatures of the profiles are listed below:

Home all day

Your heating will come on 7 days a week at 9:00 at 21°C and go off at 21:00 at 5°C.

At work

Your heating will come on at 6:00 at 21°C Monday – Friday and go off again at 8:00 at 5°C. The heating will come on again at 17:00 at 21°C and go off again at 21:00 at 5°C.

Heat pump profile

Your heating will come on at 6:30 at 21°C and lower to 18°C at 21:00. Your hot water will come on at 21:00 and go off at 00:00. Between 00:00 and 6:30, your heating will lower to 18°C. If the heating is on, hot water will also be available at this time.

How to set a pre-set hot water profile

There are three pre-set hot water profiles for you to choose from. If you select a pre-set profile, it will overwrite your existing profile. A message will appear on screen asking if you are sure you want to overwrite your existing profile, please select apply if you wish to change it. Timings of the profiles are listed below:

Home all day

Your hot water will be on seven days a week from 8:00 until 10:00 and then again at 16:00 until 18:30.

At work

Your hot water will be on from 6:30 Monday – Friday until 7:30 and then again at 16:30 until 18:30.

Heat pump profile

Your hot water battery (Sunamp) will be charging from 21:00 until 00:00. This should ensure you have enough hot water for throughout the day. If the heating is on, hot water will also be available at this time.

Frequently asked questions

How do I use the new system most effectively?

The ground source heat pump system and associated equipment work in a cleaner, safer, more efficient way, but do not act as quickly when turned on and off repeatedly. If used in this way, it can take several hours to heat the room back to a comfortable temperature, however this time can be greatly reduced with the system running for longer periods in the background, and turning it up or down as needed.

For example, it's better to have the Switchee controller set at around 21°C during the day and 16°C overnight, and not set to 30°C in an attempt to get hotter quicker and then turned off. (These numbers depend on what temperature you feel comfortable at throughout the day).

The system should be used in a "temperature up and down" approach, rather than "on and off", and your Switchee will soon learn what you are comfortable with. This is a more energy efficient way of heating your home, and may work out cheaper as a result. If you want to change the settings at any point (e.g. from summer to winter), there is a guide on page 9, or you can call the number on the front of the Switchee controller to get extra help. Once set up we recommend letting the system run alone.

The Switchee temperature range goes up to 30°C, but the temperature in your home can typically reach 23°C. The system will not work quicker if you turn it up to the maximum heat option. It's similar to how a car's speedometer goes up to a lot faster than the car can actually go. Your system has larger radiators to compensate for the lower peak temperatures, which keeps your home warm with fewer safety risks from overly hot radiators.

It is important that you do not have any furniture in front of the radiators as this will absorb the heat instead of letting it circulate around the room.

Frequently asked questions

Can I have heating and hot water at the same time?

The system can provide heating and hot water, or just hot water. If your heating is on, you will also get hot water at the same time, and you do not have to programme hot water on the Switchee.

The settings for hot water only should only be set if heating is not wanted, for instance in the summer. However, if you have hot water settings programmed to be on throughout the day, or in conflict with your heating, your heating may be colder. Once it is set up properly, you don't need to worry about altering the Switchee anymore. There will also be a back-up hot water switch on your wall, but this will be expensive to use and should only be used in for emergencies.

How will I use the Switchee smart control and thermostat?

Details on how to set up and use the Switchee smart control and thermostat are included in this leaflet. We advise using the pre-set heat pump profile or setting up a custom heating and hot water plan, ensuring that the two don't conflict. You should keep the temperature of your heating to a minimum of 18°C. After that it's best to leave the thermostat alone to do its job in the background. You can also contact Switchee through the phone number provided on the front of the device for a step-by-step guide.

The system will take getting used to

The system is a new technology and needs a change in behaviour to be used effectively. If the heating is turned on and off to quickly heat the home, it will leave your home feeling cold. Advice on how best to use the system is included in this booklet. There are also contact numbers for arising or ongoing issues on the front of the device. Feedback shows most people have adapted well so far by following the advice from these sources.

The hot water may not be hot enough

The system has a thermal blending valve, meaning that water will be as hot as it can be whilst avoiding scalding. It should still be hot enough for daily needs. The hot water is not instant so it will take time to heat once the heating has been turned on.

How much will it cost to run the system?

The ground source heat pump uses renewable energy to partially heat the water flowing into your home, meaning that the system inside your home doesn't have to use as much power. You will no longer have a gas bill, and the removal of the daily standing charge for gas (typically 25p to 35p a day) alone will save around £90 to £125 per year. We also recommend regularly reviewing your fuel supplier and switching to ensure you are getting the best deal.

What if the system fails?

If the problem is with your Switchee control and thermostat, then you can call the number on the device. If the problem is with the heating or hot water and you have checked the systems, then contact your local Gentoo office, and if necessary an Engie Engineer will be out to fix the issue. If you are worried about the event of a power cut and feel this would have an impact on your health or wellbeing, you can register with the Northern Power Grid Priority Service by calling **0800 169 2996** or visiting **www.northernpowergrid.com/care**

Where can I get support and advice for my energy bills?

National Energy Action (NEA) is the leading fuel poverty and energy efficiency charity.

NEA's WASH advice service is a free support service that provides advice on energy bills and how to keep warm and safe in your home. For more information please call **0800 304 7159**.

Notes

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